

2001



Washington State Medicaid

Client Satisfaction Survey Results



Washington State
Department of Social
& Health Services

2001 Washington Consumer Assessment of Health Plans (CAHPS) survey. To request a copy of this report, please call 360-725-1622, or e-mail a request to mcanibj@dshs.wa.gov

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PRO-West coordinated with National Research Corporation, Inc., a survey research organization located in Lincoln, Nebraska, to collect the mail and telephone survey responses.

Sincerely,



Barbara Lantz
Acting Manager, Quality Management



Becky McAninch-Dake
CAHPS Coordinator

Introduction

This report is designed to enable health plans, the Medical Assistance Administration (MAA), and other organizations to monitor and evaluate the performance of Medicaid Healthy Options and statewide managed care programs in Washington State. Assessments were based on health care services and experiences of adults and children enrolled in Healthy Options and children enrolled in the Children's Health Insurance Program (CHIP). This report describes the background of the Medicaid Consumer Assessment of Health Plan (CAHPS) survey, the goals of the project, and how survey results may be interpreted by consumers, health plans, and other stakeholders.

Project Background

The CAHPS survey tools were developed under cooperative agreements among Harvard Medical School, the RAND Institute, the Research Triangle Institute, and the Agency for Healthcare Research and Quality. A version of CAHPS has been implemented in Washington State by MAA for five years. In CAHPS surveys, respondents provide information about their experiences with and evaluations of various aspects of medical care, including:

- Getting care that is needed
- Getting care without long waits
- How well doctors communicate
- Courtesy, respect, and helpfulness of office staff
- Health plan customer service and paperwork
- Family-centered care
- Overall satisfaction ratings

Questions related to family-centered care were added in year 2001. In particular, questions were designed to learn about the experiences around patient and provider decision-making and choices.

A copy of the survey instrument is available by calling Becky McAninch-Dake, CAHPS Coordinator at (360) 725-1622, or by sending an e-mail request to mcanibj@dshs.wa.gov. Trend data over the past five years is also available from Ms. McAninch-Dake.

Project Goals

The primary goal of the Medicaid CAHPS project is to provide timely information to clients to assist them in choosing their health plan. This information was collected through mail and telephone surveys that assessed clients' experiences with the health care and services they received through Healthy Options and the Children's Health Insurance Program (CHIP).

An additional goal has been the refinement of methods for sharing CAHPS survey results with clients to assist them in selecting a health care plan. Results of this year's CAHPS survey results were included in the year 2002 Medicaid client enrollment materials.

How to Use This Report

This report is designed to allow health plans and other stakeholders to identify key opportunities to improve clients' health care experiences. For this reason, the report focuses on comparisons of health plan performance with other health plans across the state. This report includes data from seven health plans for adults and children enrolled in Healthy Options and a statewide summary for the Children's Health Insurance Program (CHIP). For this year's results, individual health plans can compare their own plan results to the aggregate information for all Healthy Options managed care plans in Washington State. The CHIP sample is already an aggregate statewide sample, and therefore, there are no comparison data for this group. Results for both group composites and individual questions are displayed in graphic format.

Composites

Because the survey covers many topics, comprehensive reporting that includes results for each question may be overwhelming to readers. To keep reporting comprehensive, yet easily understood, the national CAHPS consortium developed and tested groupings of related questionnaire items that were used to report most of the survey results. These groupings are referred to as composites. Results for these composites can be more useful to readers than results for each question. Testing during the development of the CAHPS products showed that consumers found these composites easy to understand and were satisfied with the level of detail.

Statistical Significance

The bar graphs represent unadjusted percentages of responses for all questions contributing to the composite for each health plan or group as well as a summary of all health plans. For Healthy Options plans, the case-mix adjusted mean of the categories of responses was computed for the individual plans as well as for the all-plan aggregate. These adjusted means were compared to determine statistically significant differences. P-values less than or equal to 0.05 were considered significant. The comparison group on all graphs depicts frequency distributions for survey data aggregated for all plans or a statewide sample.

Stars were assigned to each health plan's case-mix adjusted mean to indicate whether the plan's performance was significantly better or worse than the statewide mean for all Healthy Options plans. Plans with means that were statistically better than the statewide mean are noted with three stars. Plans with means that were statistically worse than the statewide mean are noted with one star. Plans with means not statistically different from the overall mean are noted with two stars.

For CHIP clients, bar graphs of percentages are not case-mix adjusted. Stars are not presented because there is no comparison group for this program.

Case-Mix

As described above, the stars represent relative ratings of the overall mean for all Healthy Options plans. Because case-mix may result in differences in ratings between plans that are not due to differences in quality, the overall means are case-mix adjusted so that plans are more comparable. (For further explanation, see "Analysis" section.)

Type of Presentations in This Report

Survey results are presented in several formats in order to help the reader prioritize among the issues respondents raised in the survey. In addition, the report is organized so that it meets the needs of several different audiences. The Executive Summary will appeal to those interested in high-level summary data, while the remainder of the report presents more detail. The following types of presentations are included in this report: summary tables, bar graphs, and survey results.

Summary Tables

Two of the three tables in the Summary Results provide a quick look at how Healthy Options plans compare to the statewide aggregate of all plans on each of the six composites and four overall satisfaction rating measures for the core CAHPS questions. These core questions are presented for both adults and children enrolled in Healthy Options. The stars illustrate statistically significant differences from the aggregate mean of all health plans.

The third table shows a summary of survey responses for children enrolled in the Children's Health Insurance Program (CHIP). The table includes each of the six composites and four overall satisfaction rating measures for the core CAHPS questions. Because there is no comparison group, only percentages for the composite responses are presented.

Bar Graphs

A series of bar graphs present composite and individual question-level results for all questions for which Never/Sometimes/Usually/Always, or A Big Problem/A Small Problem/Not A Problem responses were possible. Some survey items have a 0-10 rating scale as response options. These items are re-coded into three categories, so that the formats of the data entered into the significance tests are consistent across all questions.

Graphic displays in this report provide comparative data for individual health plans and aggregated results for all plans. Plans with fewer than 85 responses for a single survey item were not included in the statistical tests and, thus, do not receive a bar. However, individual questions that had fewer than 85 responses were included in the calculation of the composites.

The bar graphs and the stars in this report may sometimes seem inconsistent. For example, a bar graph may show similar results for two health plans, but one plan may receive a higher rating. This situation can occur because one plan may have a smaller number of responses and requires a larger difference to the comparison mean to yield a statistically significant difference. Also, case-mix adjustments (see "Case-Mix") are taken into account when computing stars, but not bar graphs.

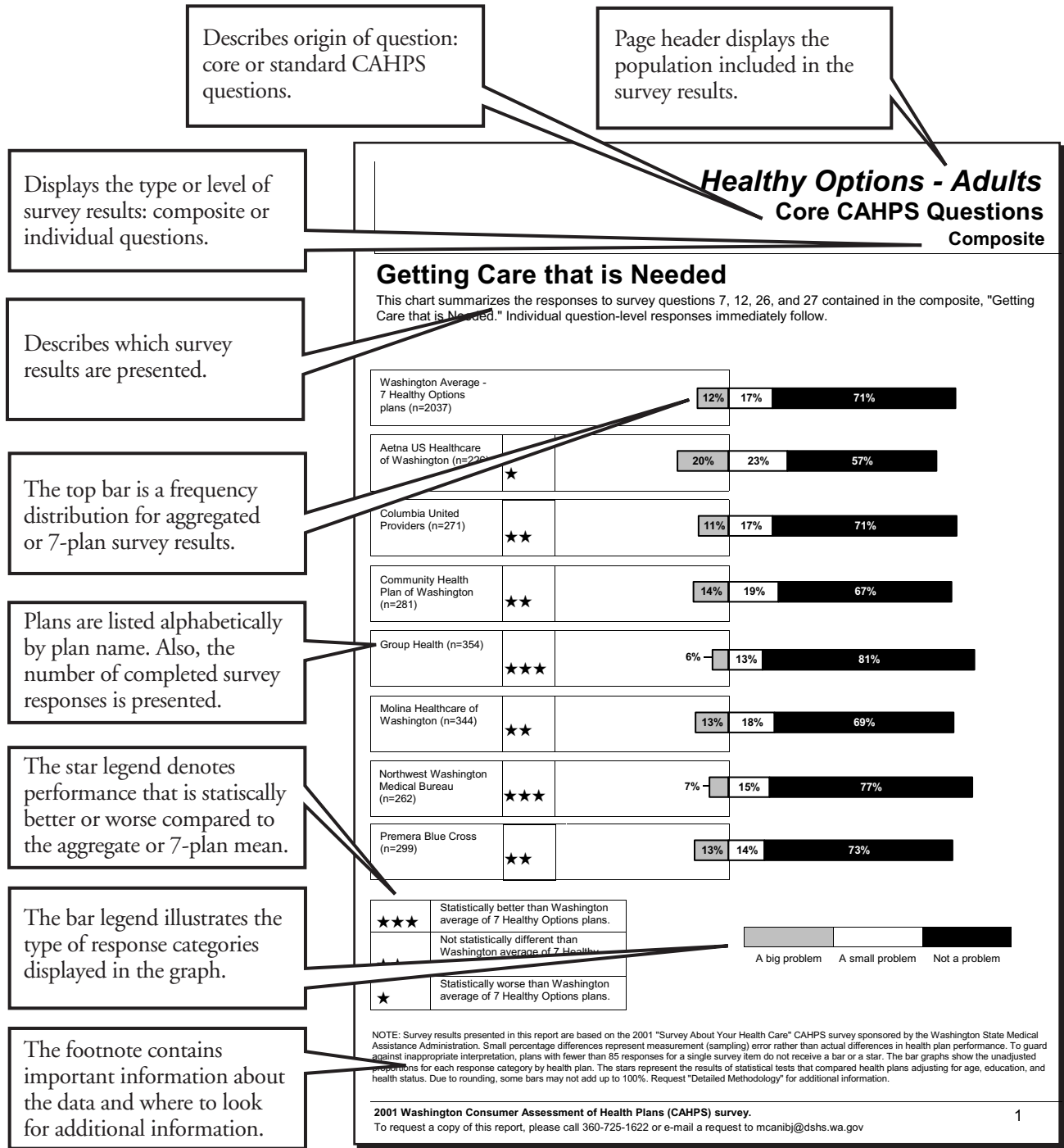
Survey Results

This report presents respondent data in separate sections for adults in Healthy Options, for children in Healthy Options, and for children in the Children's Health Insurance Program (CHIP). In each section more detail of the composite measures and individual questions that make up that composite is provided. The results of each composite are presented in a bar graph along with the frequency of the unadjusted responses for each of all health plans participating in 2001 and the aggregate of all plans. The results of the comparison of case-mix adjusted means of the health plans to the aggregated adjusted mean are also presented using stars. Following the composite results are similar results for each of the individual survey questions that make up that composite.

How to Read the Bar Graphs

Healthy Options

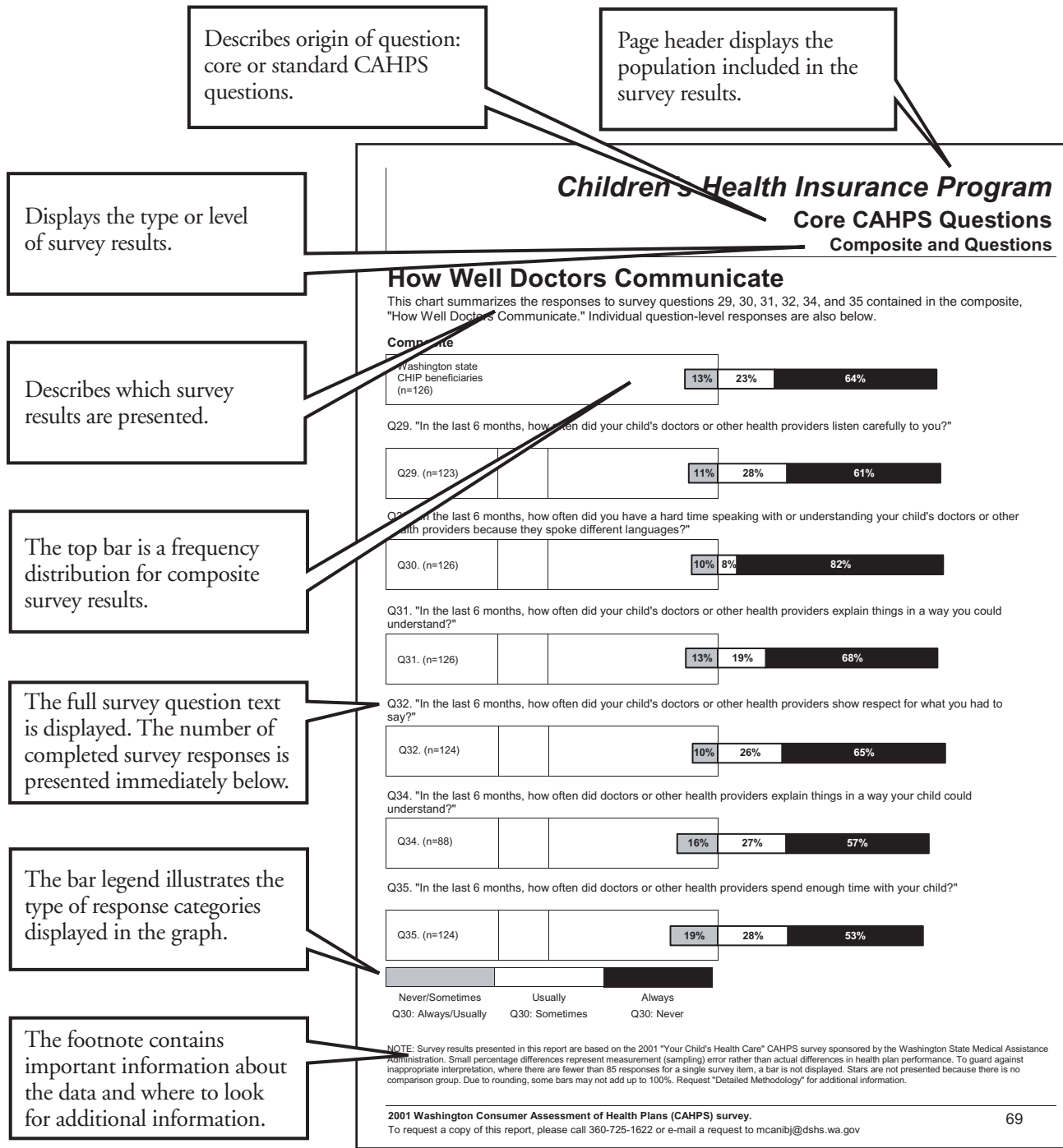
Below is an explanation of how to read the information for Healthy Options (Adult and Child) reports.



How to Read the Bar Graphs

Children's Health Insurance Program (CHIP)

Below is an explanation of how to read the information for the CHIP report.



Executive Summary

Study Populations

Adults in Healthy Options

Adults aged 18 years or older who were continuously enrolled in Medicaid from September 1, 2000 through February 28, 2001 in a Healthy Options plan and had either English or Spanish as their primary language were selected from Medicaid enrollment data. Up to a one-month break in enrollment period was allowed.

Children in Healthy Options

Children aged 13 years or younger who were continuously enrolled in Medicaid from September 1, 2000 through February 28, 2001 in Healthy Options and had either English or Spanish as their primary language were selected from Medicaid enrollment data. Up to a one-month break in enrollment period was allowed.

Children's Health Insurance Program (CHIP)

Children enrolled in the Children's Health Insurance Program and had either English or Spanish as their primary language and who meet the same age and continuous enrollment criteria as for Healthy Options were identified.

Sampling Methodology

Healthy Options – Enrollment Data

From each of the seven participating plans in Healthy Options, random samples of 1,050 adults and 1,050 children meeting the Medicaid eligibility criteria were randomly selected for the standard CAHPS analysis of core questions. One health plan, Northwest Medical Bureau, was limited to 851 adult enrollees. An individual could not receive more than one survey.

Children's Health Insurance Program – Enrollment Data

The Children's Health Insurance Program (CHIP) was initiated in the state of Washington on February 17, 2000. Since CHIP is a new program, the population size for CHIP was limited. A statewide random sample of 577 non-duplicated Washington resident enrollees was selected from enrollment data. Children meeting the Medicaid eligibility criteria were selected for the standard CAHPS analysis of core questions.

Survey Process

Surveys were administered to a random sample of enrollees from the seven health plans participating in Healthy Options and from the statewide program, CHIP. Beginning in June 2001, questionnaires were mailed to families of 7,350 children aged 13 years and younger in Healthy Options plans, to 7,151 adult Healthy Options clients aged 18 years and older, and to 577 clients who were enrolled in the Children's Health Insurance Program (CHIP).

Executive Summary

On June 1, 2001, 14,501 Healthy Options enrollees and 577 CHIP enrollees, for a total of 15,078, were sent a pre-notification postcard alerting them to the survey. Three days after pre-notification postcards were mailed, cover letters and surveys were mailed to these clients. If a survey was not returned within about one week, reminder postcards were mailed. A second survey was then mailed to non-responders within 30 days of the first survey mailing. If questionnaires still were not returned, a second postcard reminder was sent out about one week later. Non-respondents received follow-up phone calls for five weeks with up to six calls attempted per client. The last telephone surveys took place on August 24, 2001.

Types of Questions

This report presents data for three general types of survey questions:

- 1) Questions that asked respondents to rate aspects of their or their child's care from 0 to 10, where 0 = Worst Possible and 10 = Best Possible.
- 2) Questions that asked respondents to report how often something happened, by choosing "Never," "Sometimes," "Usually," or "Always."
- 3) Questions that asked if certain things were "A Big Problem," "A Small Problem," or "Not A Problem."

Response Rate

The adjusted response rate for the sample of Healthy Options plans for adults was 37.9%, while for children it was 42.1%. The adjusted response rate for the Children's Health Insurance Program sample was 61.3%. The actual number of responses varied by question.

Analysis

Rounding

Survey response distributions (bars) for individual questions may not always sum to 100%. In most cases, this was due to rounding.

Case-Mix Adjustment

Case-mix refers to the characteristics of respondents used in adjusting the results for comparability among health plans. Results in the adult and child Healthy Options studies were case-mix adjusted for general health status of the adult or child, and educational level and age of the respondent. Because differences in case-mix can result in differences in ratings between plans that are not due to differences in quality, the data were adjusted to make plans similar for these characteristics.

Summary Results

Healthy Options - Adults

Core CAHPS Questions

		Composites								Ratings			
		Getting Care that is Needed	Getting Care without Long Waits	How Well Doctors Communicate	Courtesy Respect & Helpfulness of Staff	Health Plan Customer Service & Paperwork	Family-Centered Care	Rating Personal Doctors	Rating Specialists	Rating Health Care	Rating Health Plan		
Health Plan		Aetna US Healthcare of Washington, Inc.	★	★★	★	★★	★★	★★	★★	N/R	★★	★★	★★
		Columbia United Providers	★★	★	★★	★		★★★	★★	N/R	★		★★
		Community Health Plan of Washington	★★	★★	★★	★★		★	★★	★★	★★		★★
		Group Health	★★★	★★★	★★	★★★	★★★	★★★	★★	★★	★★		★★
		Molina Healthcare of Washington, Inc.	★★	★★	★★	★★★	★★★	★★	★★	★★	★★		★★
		Northwest Washington Medical Bureau	★★★	★★	★★★	★★		★★	★★	★★	★★★		★★
		Premera Blue Cross	★★	★★	★★	★★		★★	★★	★★	★★★		★★

Summary of Composite Results and Overall Ratings for Core CAHPS Questions

This table summarizes statistically significant differences between each plan and the Washington average of 7 Healthy Options plans for each of the six composites and the individual question that asked clients to rate their personal doctor, specialist, health care, and health plan.

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.
N/R	No ratings displayed where there are fewer than 85 responses.

Summary Results

Healthy Options - Children

Core CAHPS Questions

Ratings										
Composites										
Health Plan										
Getting Care that is Needed	Getting Care without Long Waits	How Well Doctors Communicate	Courtesy Respect & Helpfulness of Staff	Health Plan Customer Service & Paperwork	Family-Centered Care	Rating Personal Doctors	Rating Specialists	Rating Health Care	Rating Health Plan	
★	★★	★	★★	★	N/R	★	N/R	★	★	
★★	★★	★★	★★	★★★	★★	★★	N/R	★★	★★	
★	★	★★	★	★★	N/R	★★	N/R	★★	★★	
★★★	★★★	★★	★★	★★★	★★	★★	N/R	★★	★★	
★★	★★★	★★	★★	★★	★★	★★	N/R	★★	★★	
★★★	★★★	★★★	★★	★★	★★★	★★★	N/R	★★★	★★★	
★★	★★	★★	★★	★★	★★	★★	N/R	★★	★★	

Summary of Composite Results and Overall Ratings for Core CAHPS Questions

This table summarizes statistically significant differences between each plan and the Washington average of 7 Healthy Options plans for each of the six composites and the individual question that asked clients to rate their personal doctor, specialist, health care, and health plan.

★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.
N/R	No ratings displayed where there are fewer than 85 responses.

Summary Results

Children's Health Insurance Program

Core CAHPS Questions

Response Choice	Composites						Ratings			
	Getting Care that is Needed	Getting Care without Long Waits	How Well Doctors Communicate	Courtesy, Respect, Helpfulness of Staff	Customer Service and Paperwork	Family-Centered Care	Rating Personal Doctors	Rating Specialists	Rating Health Care	Rating Health Program
Responses	n = 213	n = 229	n = 126	n = 126	n = 77	n = 63	n = 196	n = 38	n = 125	n = 313
A big problem	10%				N/R					
A small problem	17%				N/R					
Not a problem	73%				N/R					
Never/Sometimes		27%	13%	14%		N/R				
Usually		29%	23%	23%		N/R				
Always		44%	64%	63%		N/R				
0-7							31%	N/R	34%	34%
8-9							43%	N/R	44%	40%
10							26%	N/R	22%	27%

Summary of Composite Results and Overall Ratings for Core CAHPS Questions

This table summarizes the percentage results for each of the six composites and the individual questions that asked clients to rate their personal doctors, specialists, health care, and health program for core CAHPS questions.

N/R	No ratings displayed where there are fewer than 85 responses.
	Not applicable.

Healthy Options Adults



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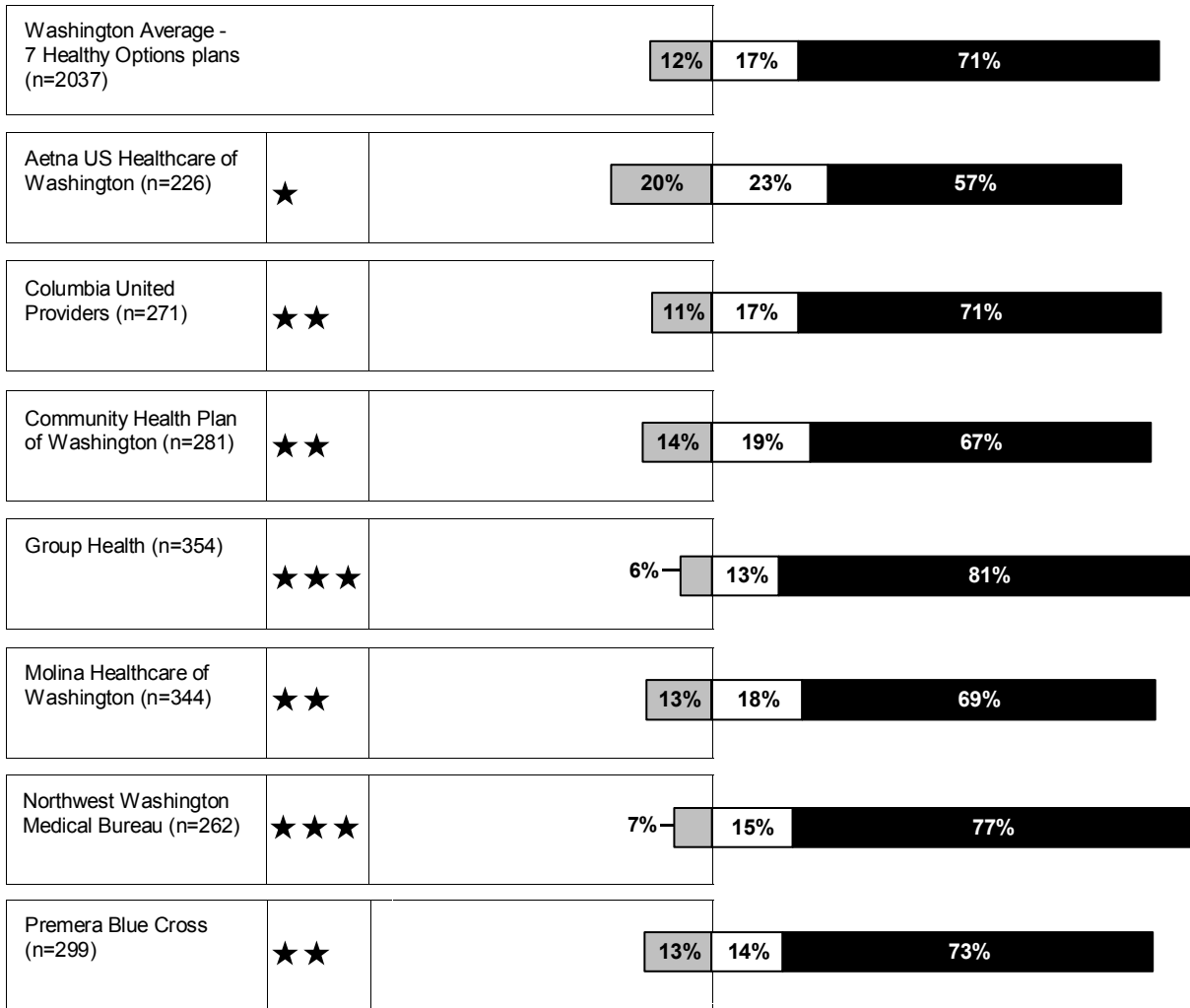
Healthy Options - Adults

Core CAHPS Questions

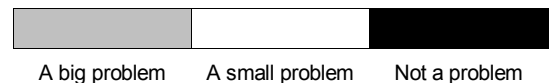
Composite

Getting Care That Is Needed

This chart summarizes the responses to survey questions 7, 12, 26, and 27 contained in the composite, "Getting Care That Is Needed." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

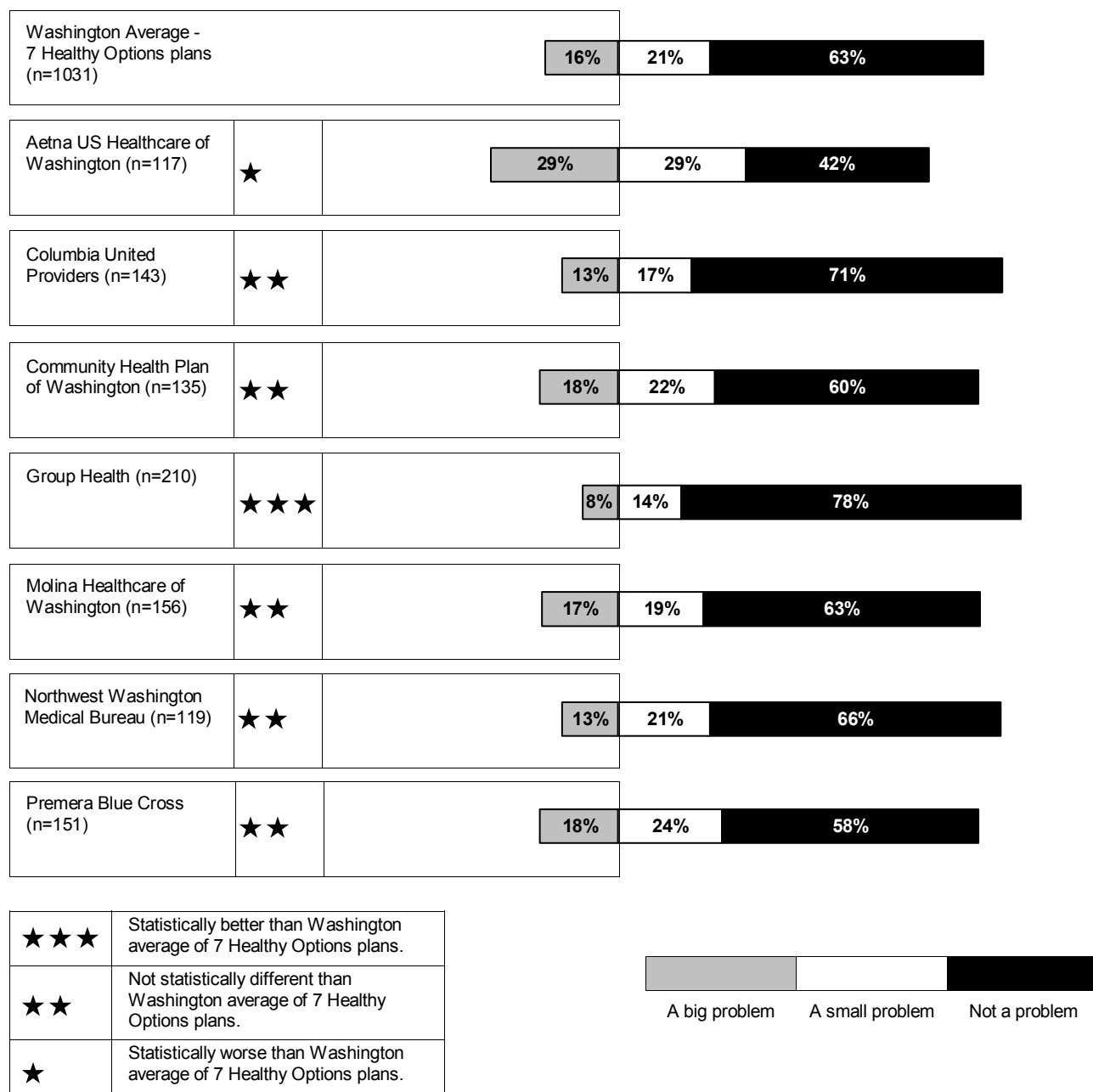
Healthy Options - Adults

Core CAHPS Questions

Question 7

Getting Care That Is Needed

Q7. "With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you were happy with?"



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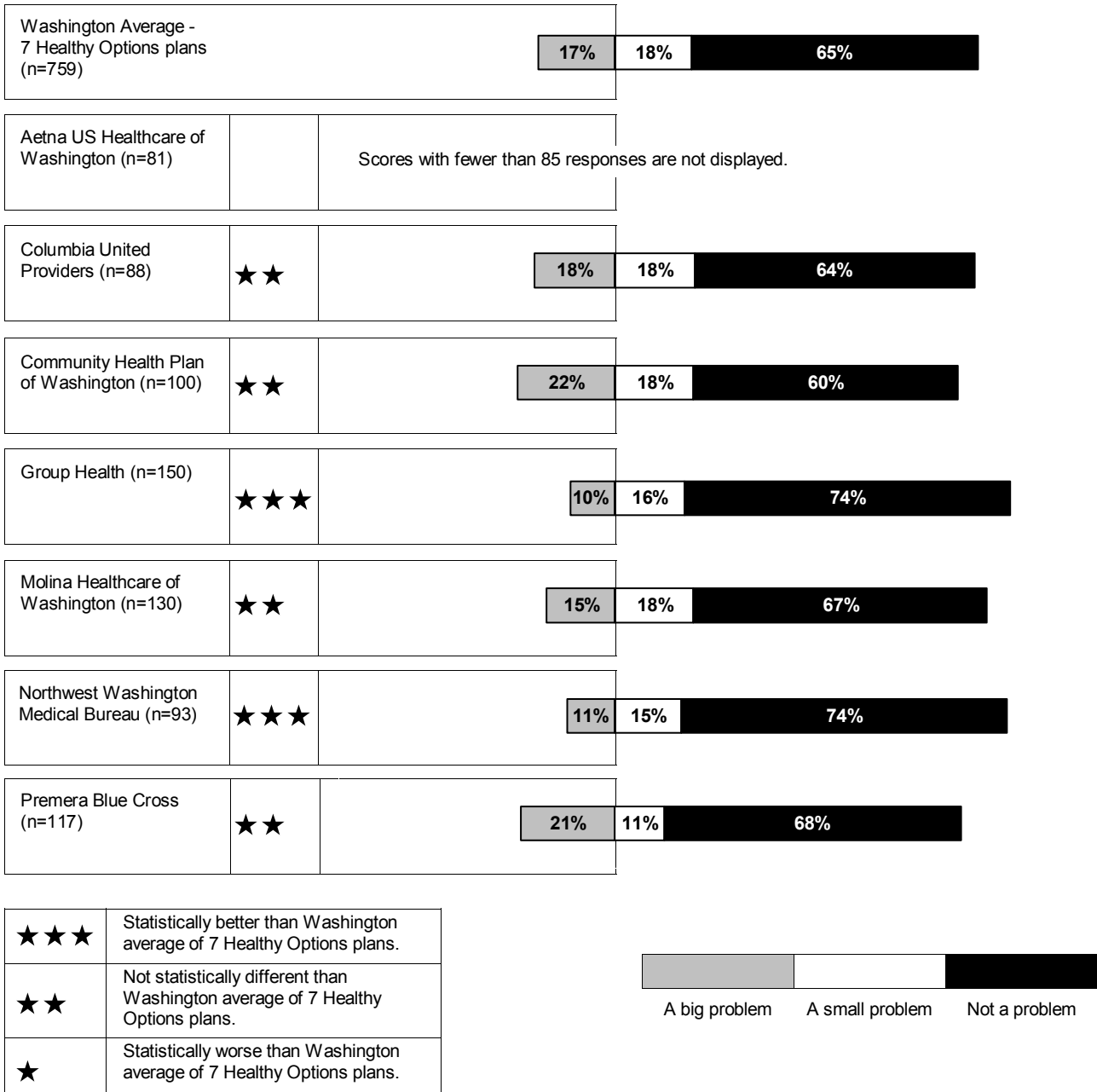
Healthy Options - Adults

Core CAHPS Questions

Question 12

Getting Care That Is Needed

Q12. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?"



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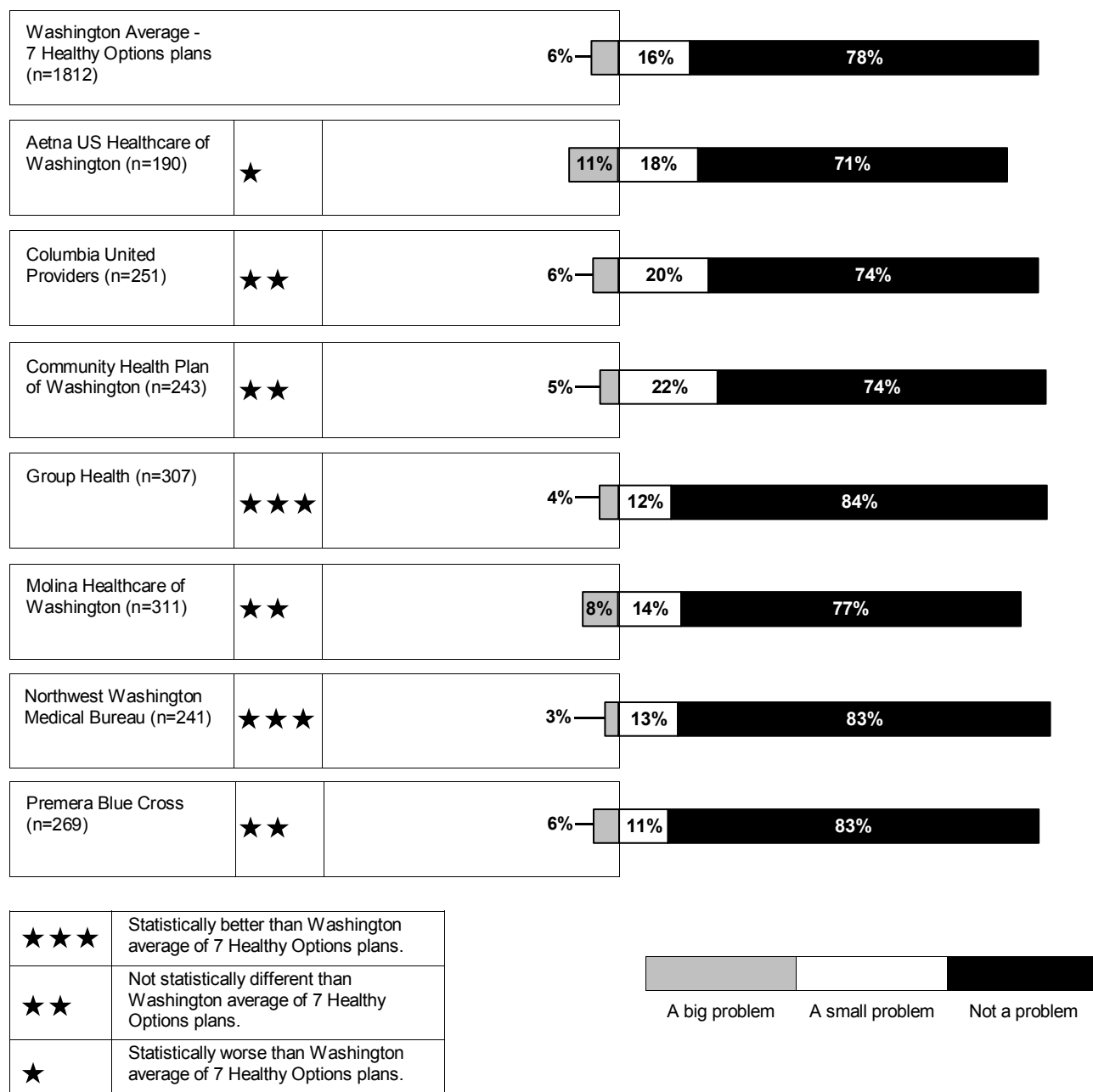
Healthy Options - Adults

Core CAHPS Questions

Question 26

Getting Care That Is Needed

Q26. "In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?"



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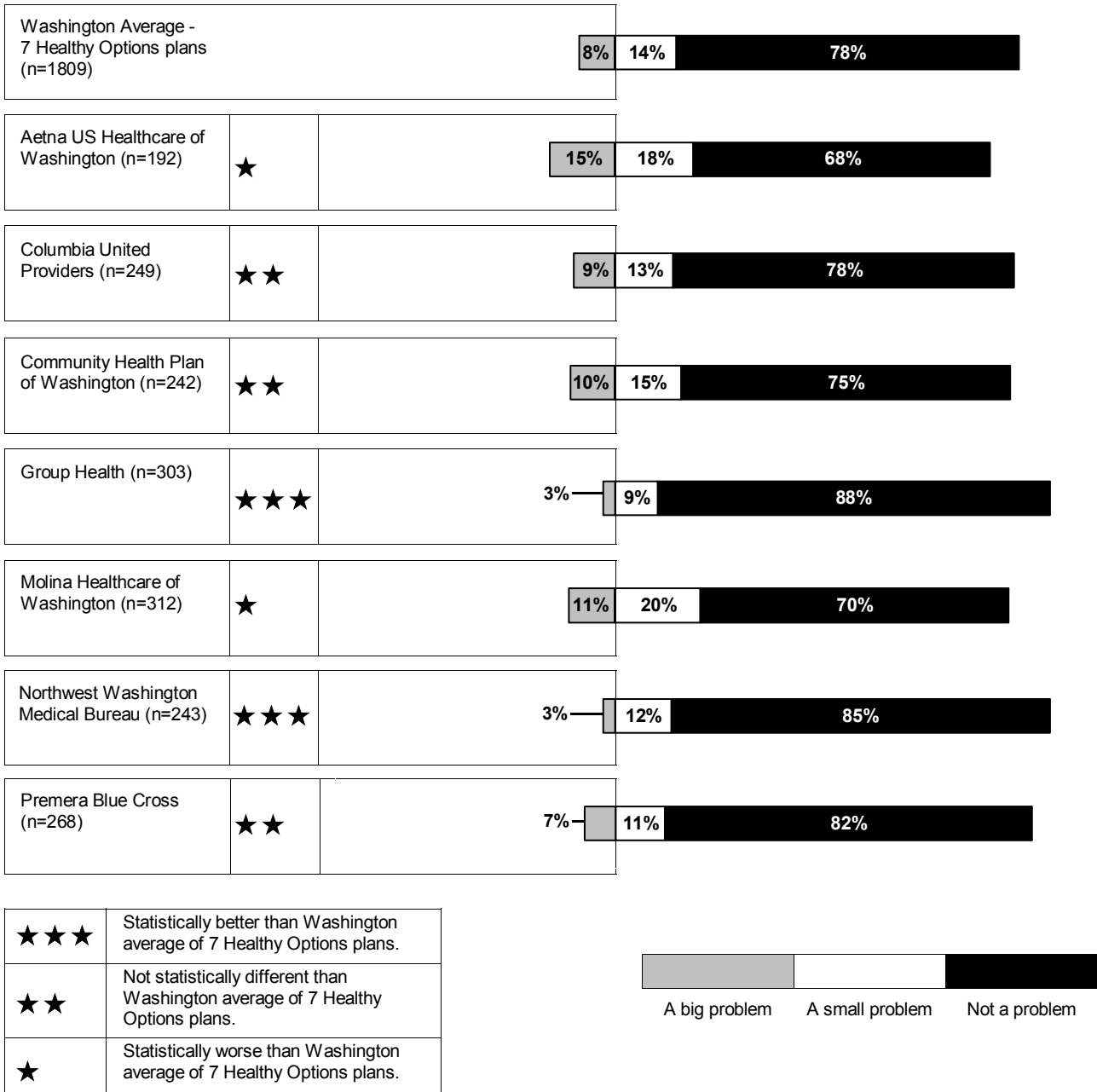
Healthy Options - Adults

Core CAHPS Questions

Question 27

Getting Care That Is Needed

Q27. "In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?"



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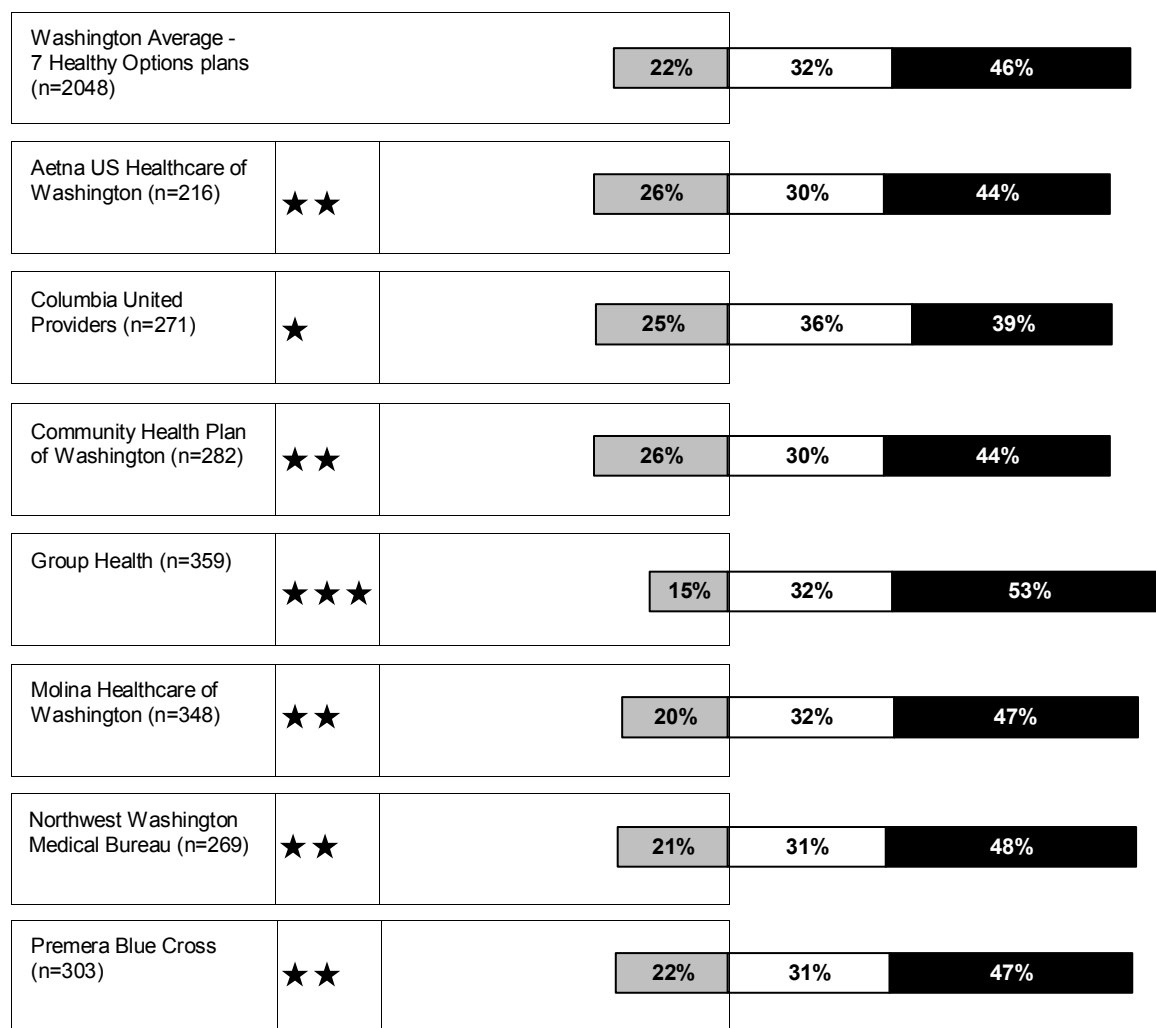
Healthy Options - Adults

Core CAHPS Questions

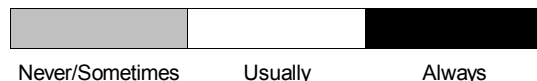
Composite

Getting Care without Long Waits

This chart summarizes the responses to survey questions 17, 19, 22, and 28 contained in the composite, "Getting Care without Long Waits." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

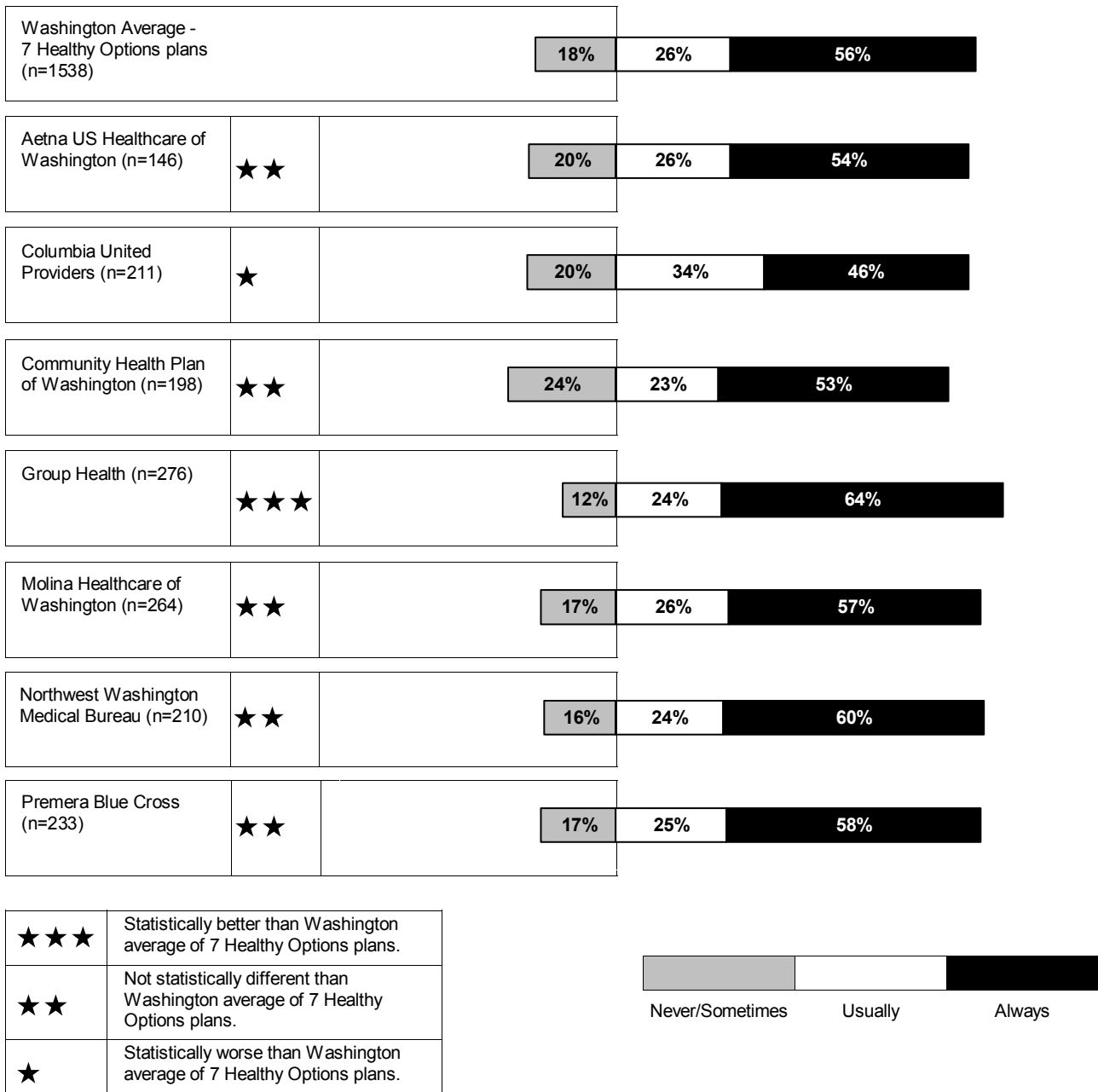
Healthy Options - Adults

Core CAHPS Questions

Question 17

Getting Care without Long Waits

Q17. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?"



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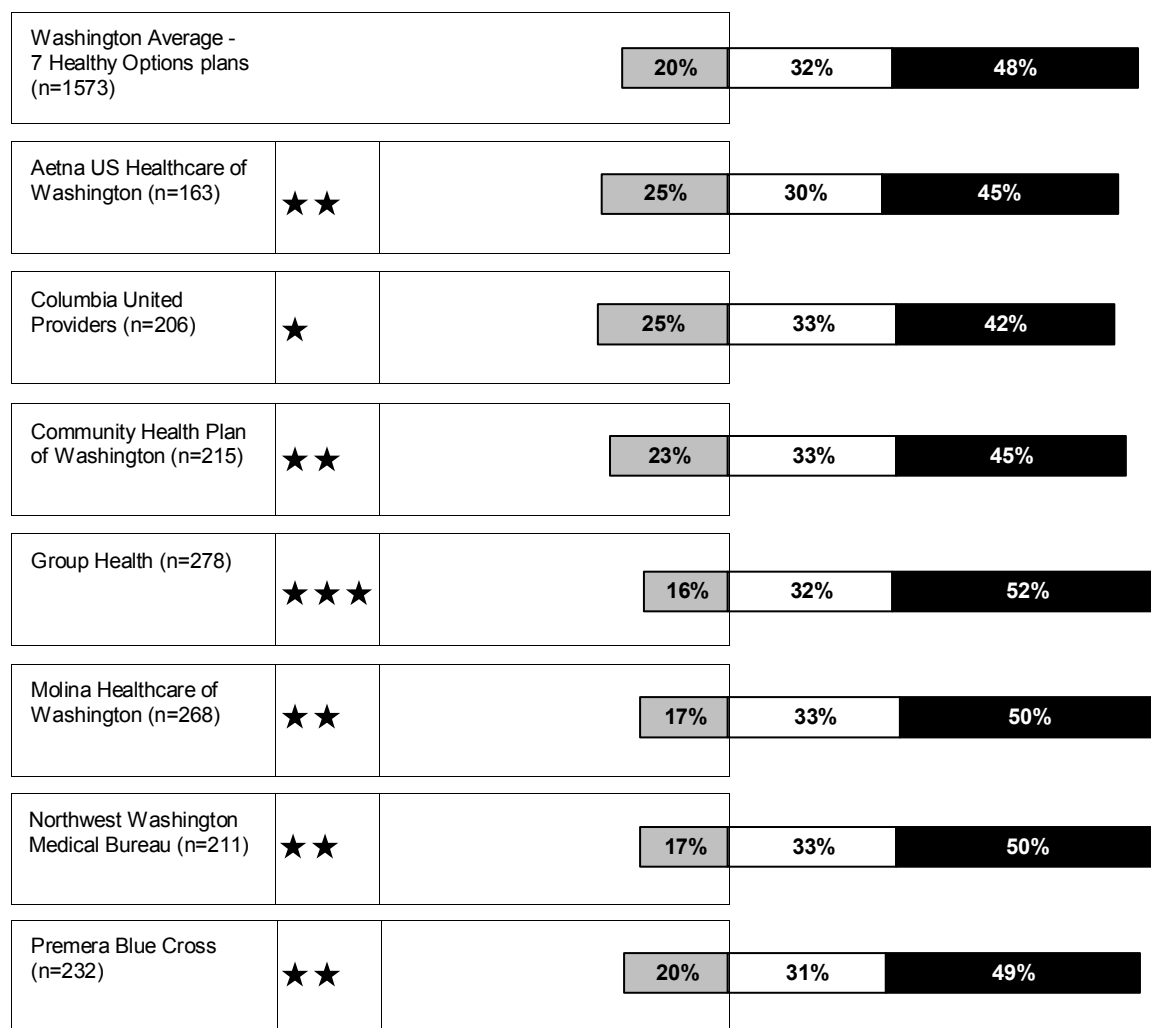
Healthy Options - Adults

Core CAHPS Questions

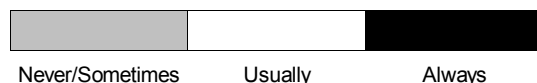
Question 19

Getting Care without Long Waits

Q19. "In the last 6 months, how often did you get an appointment for regular or routine health care as soon as you wanted?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

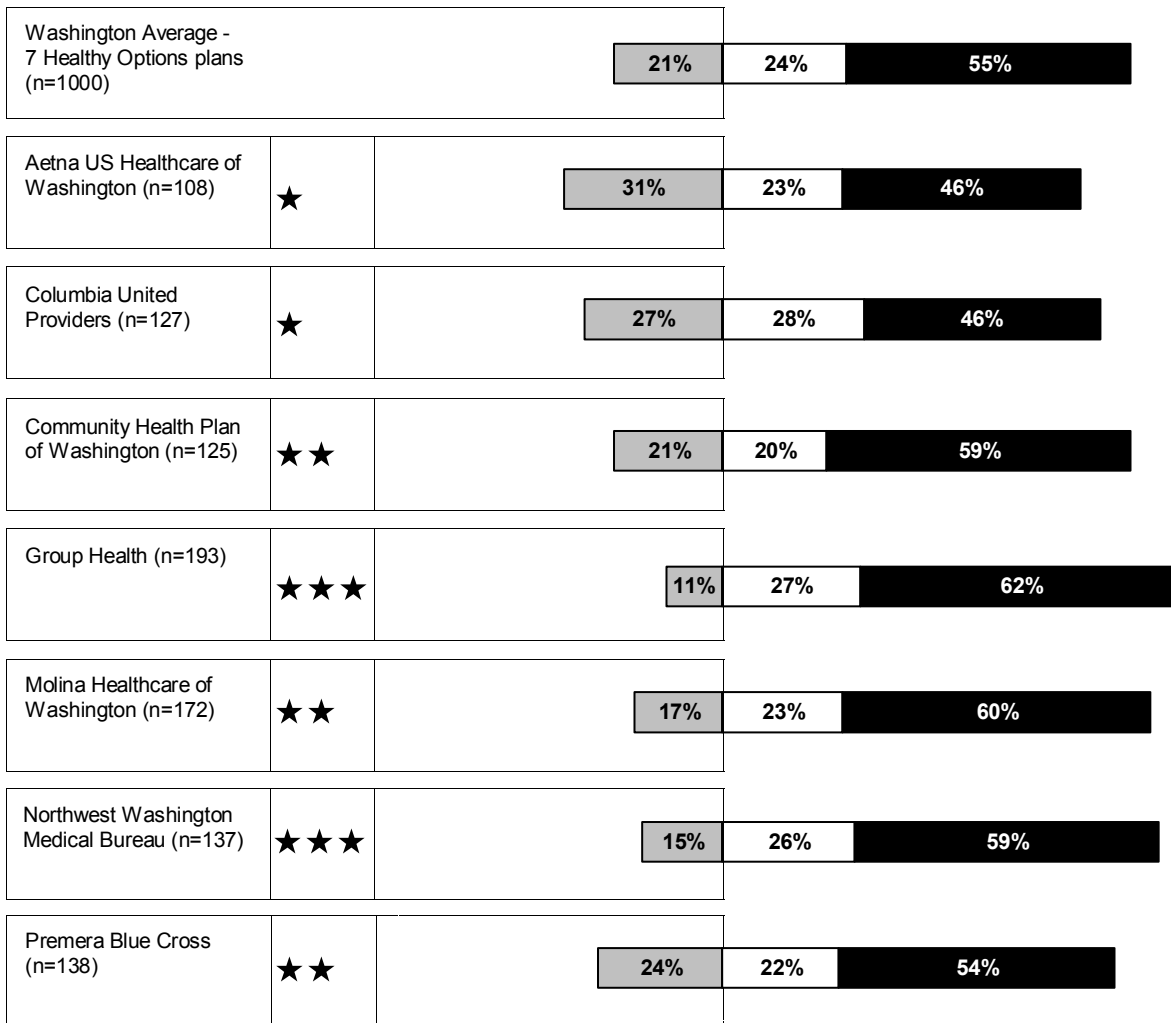
Healthy Options - Adults

Core CAHPS Questions

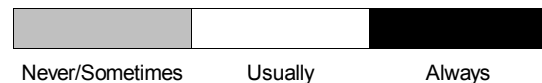
Question 22

Getting Care without Long Waits

Q22. "In the last 6 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

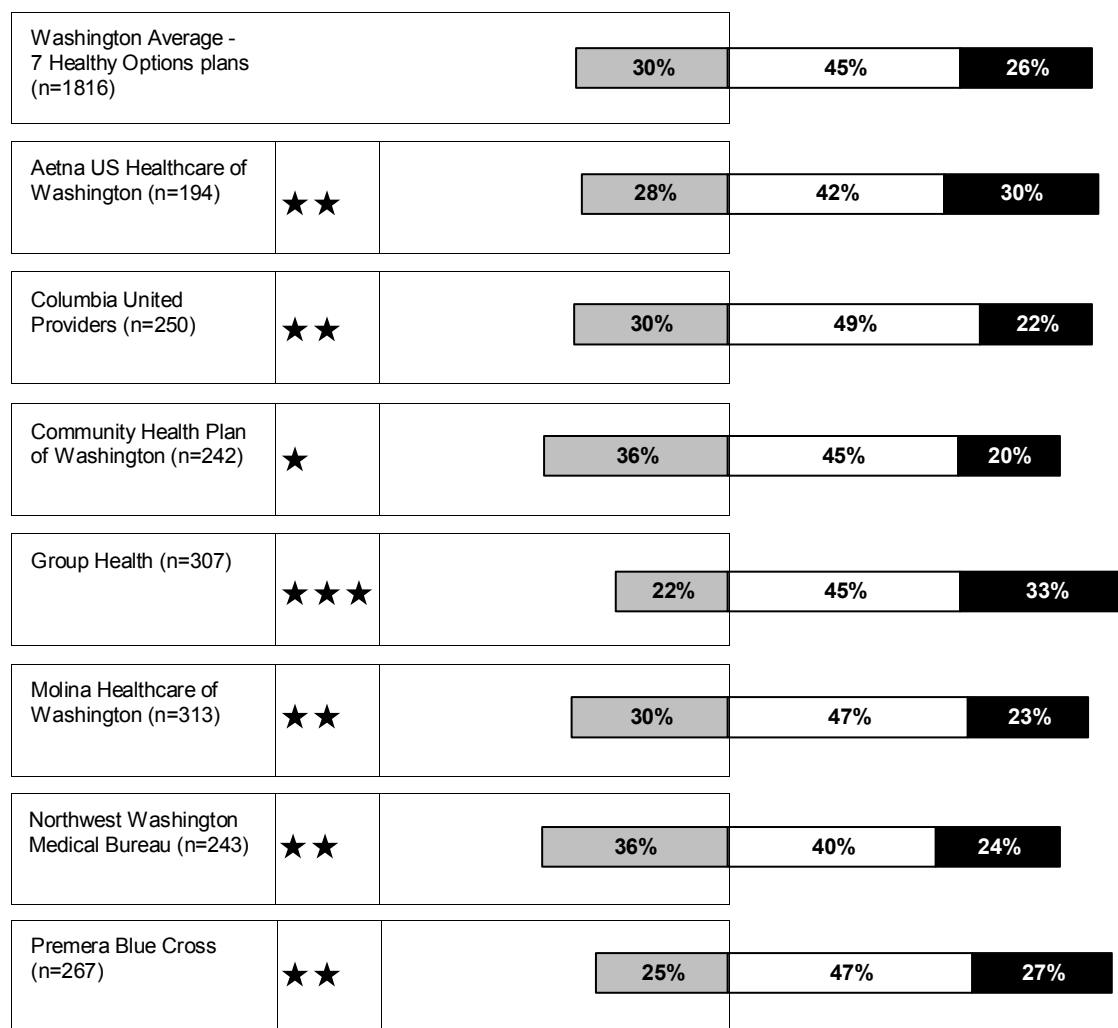
Healthy Options - Adults

Core CAHPS Questions

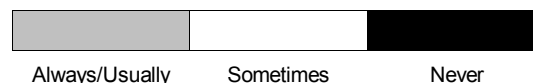
Question 28

Getting Care without Long Waits

Q28. "In the last 6 months, how often did you wait in the doctor's office more than 15 minutes past your appointment time to see the person you went to see?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

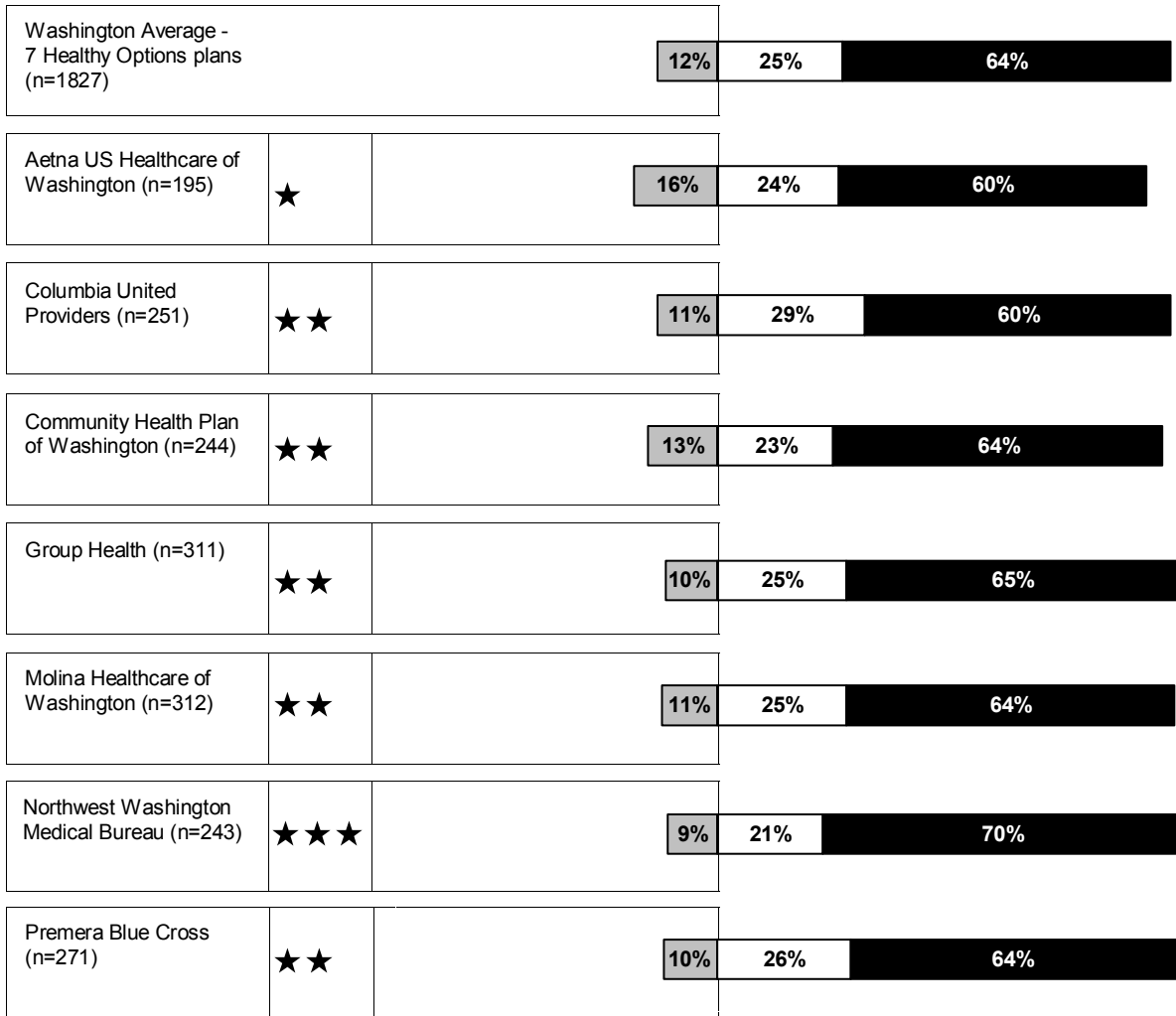
Healthy Options - Adults

Core CAHPS Questions

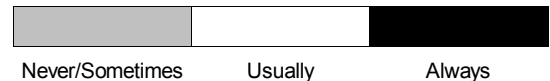
Composite

How Well Doctors Communicate

This chart summarizes the responses to survey questions 31, 32, 33, 34, and 35 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

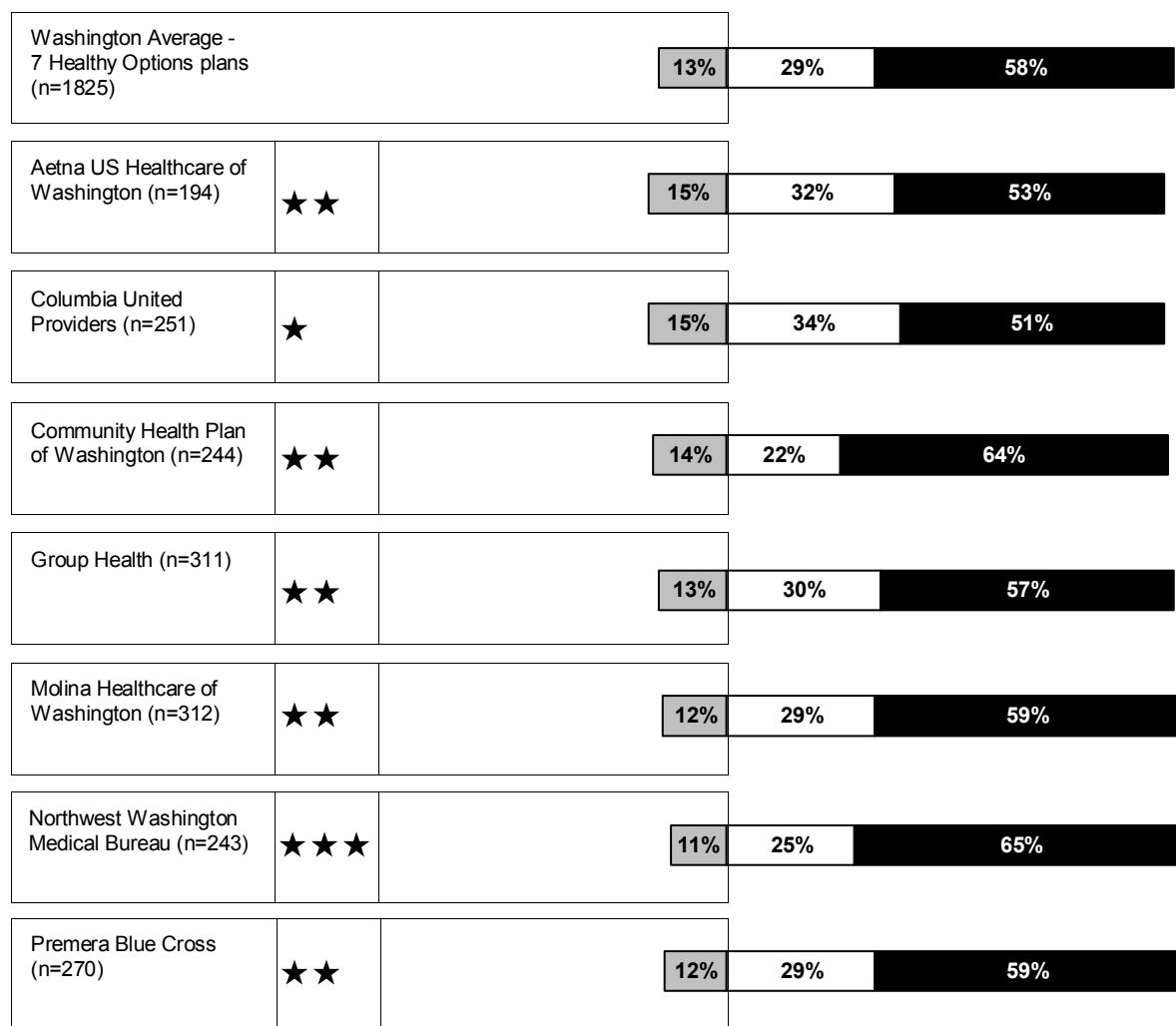
Healthy Options - Adults

Core CAHPS Questions

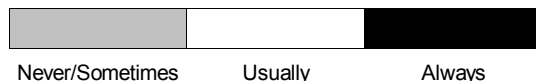
Question 31

How Well Doctors Communicate

Q31. "In the last 6 months, how often did doctors or other health providers listen carefully to you?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

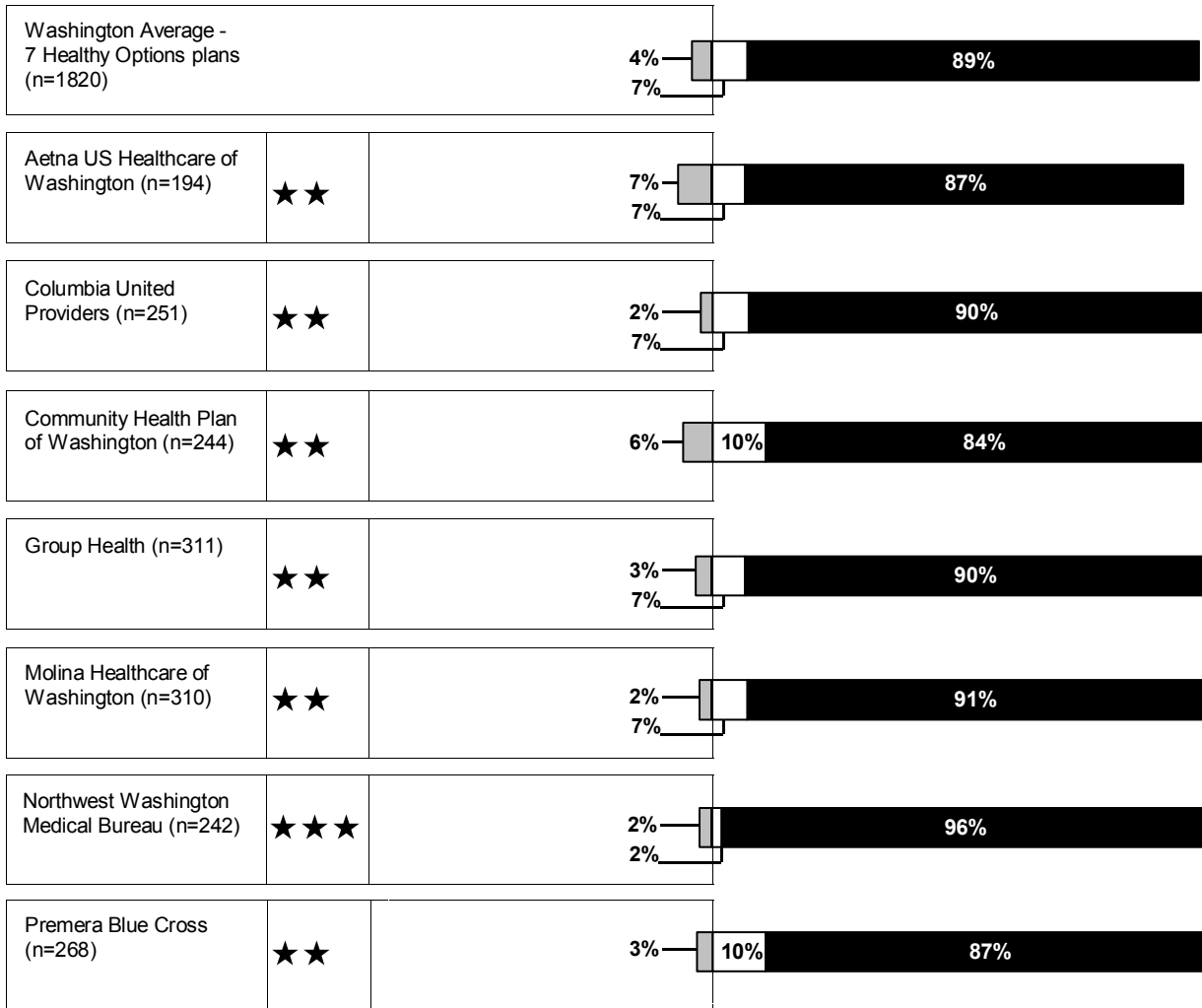
Healthy Options - Adults

Core CAHPS Questions

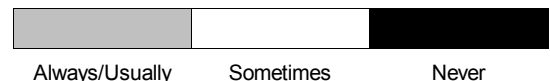
Question 32

How Well Doctors Communicate

Q32. "In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health providers because you spoke different languages?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

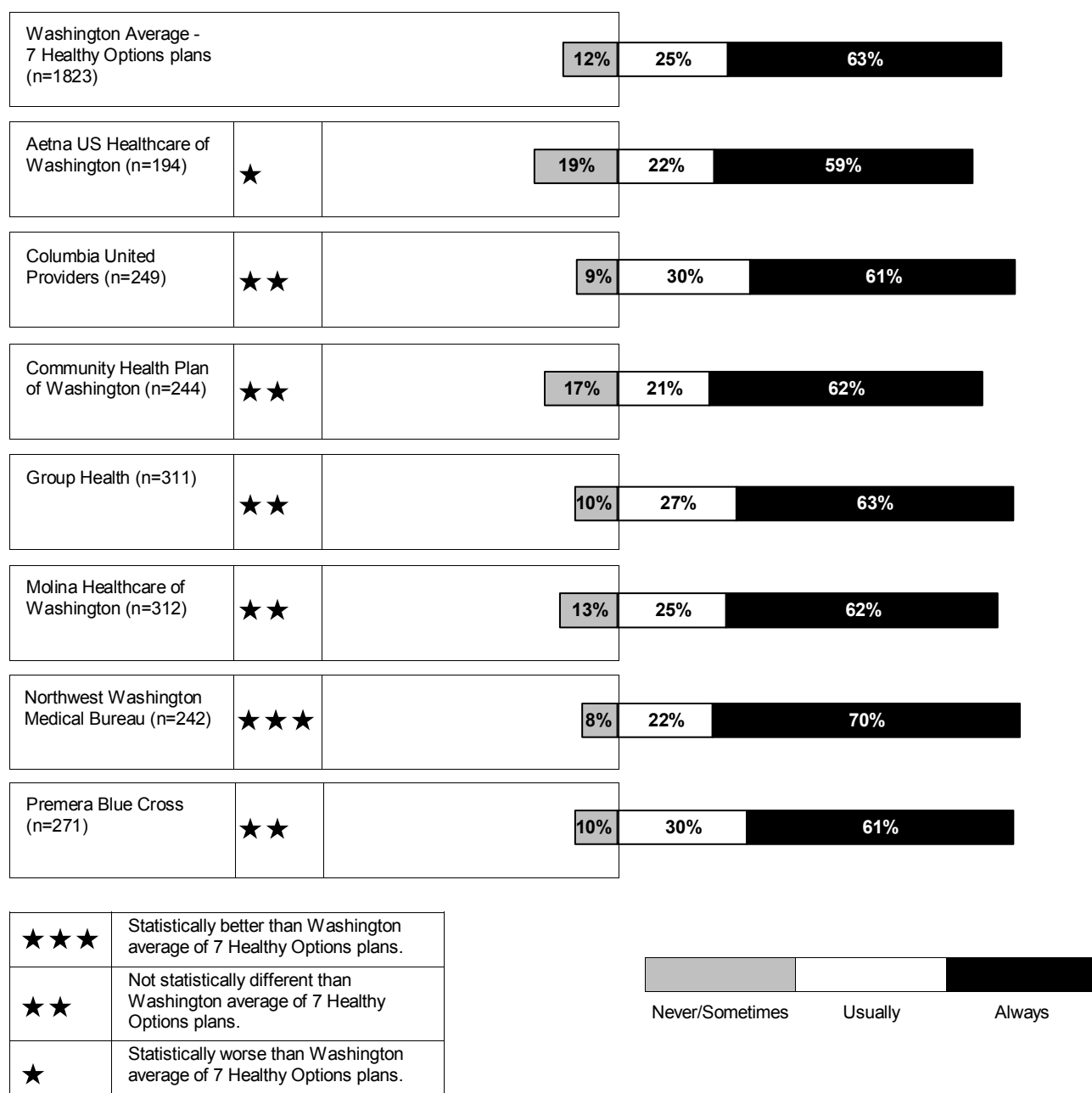
Healthy Options - Adults

Core CAHPS Questions

Question 33

How Well Doctors Communicate

Q33. "In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

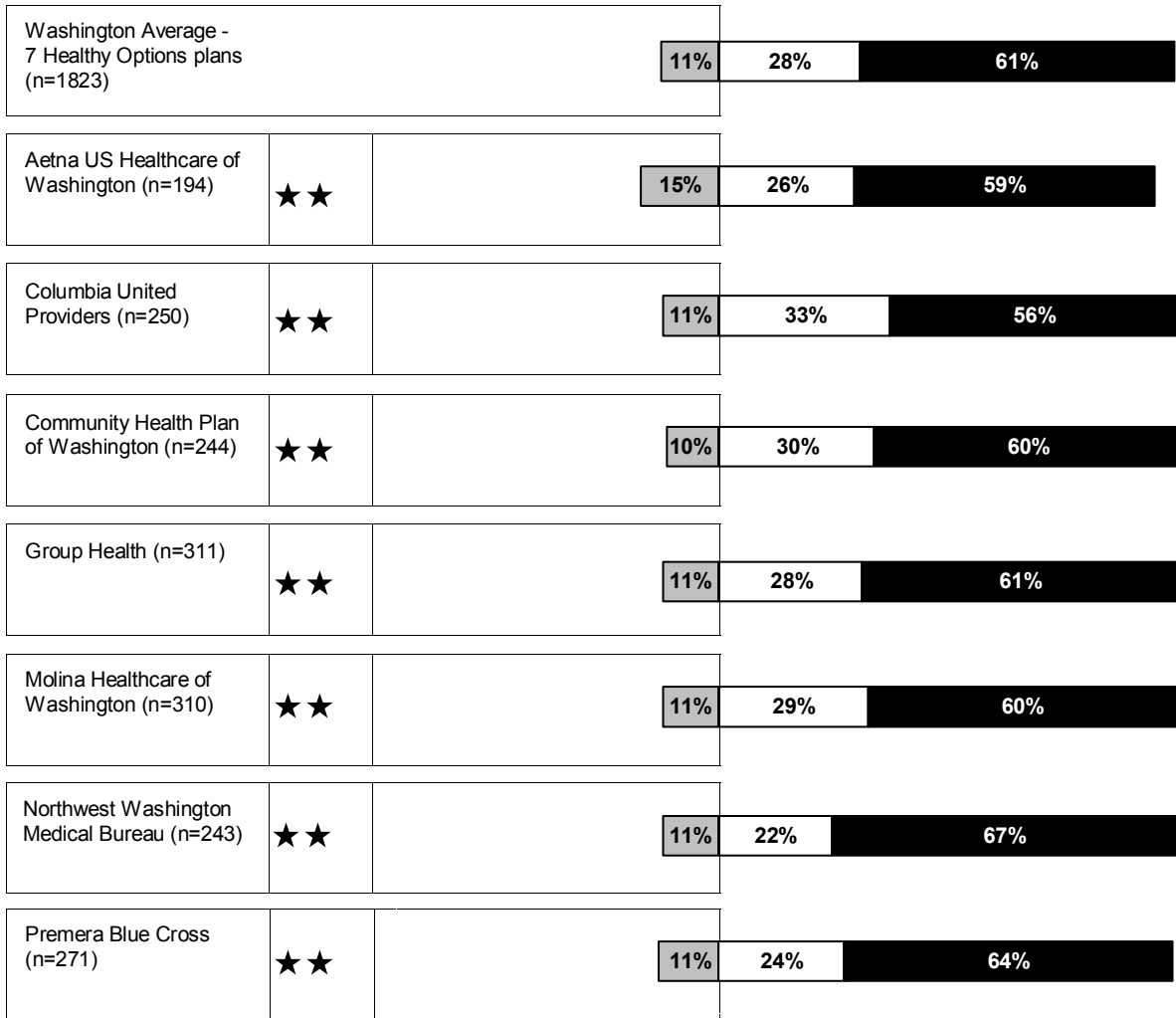
Healthy Options - Adults

Core CAHPS Questions

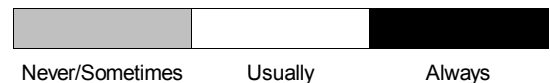
Question 34

How Well Doctors Communicate

Q34. "In the last 6 months, how often did doctors or other health providers show respect for what you had to say?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

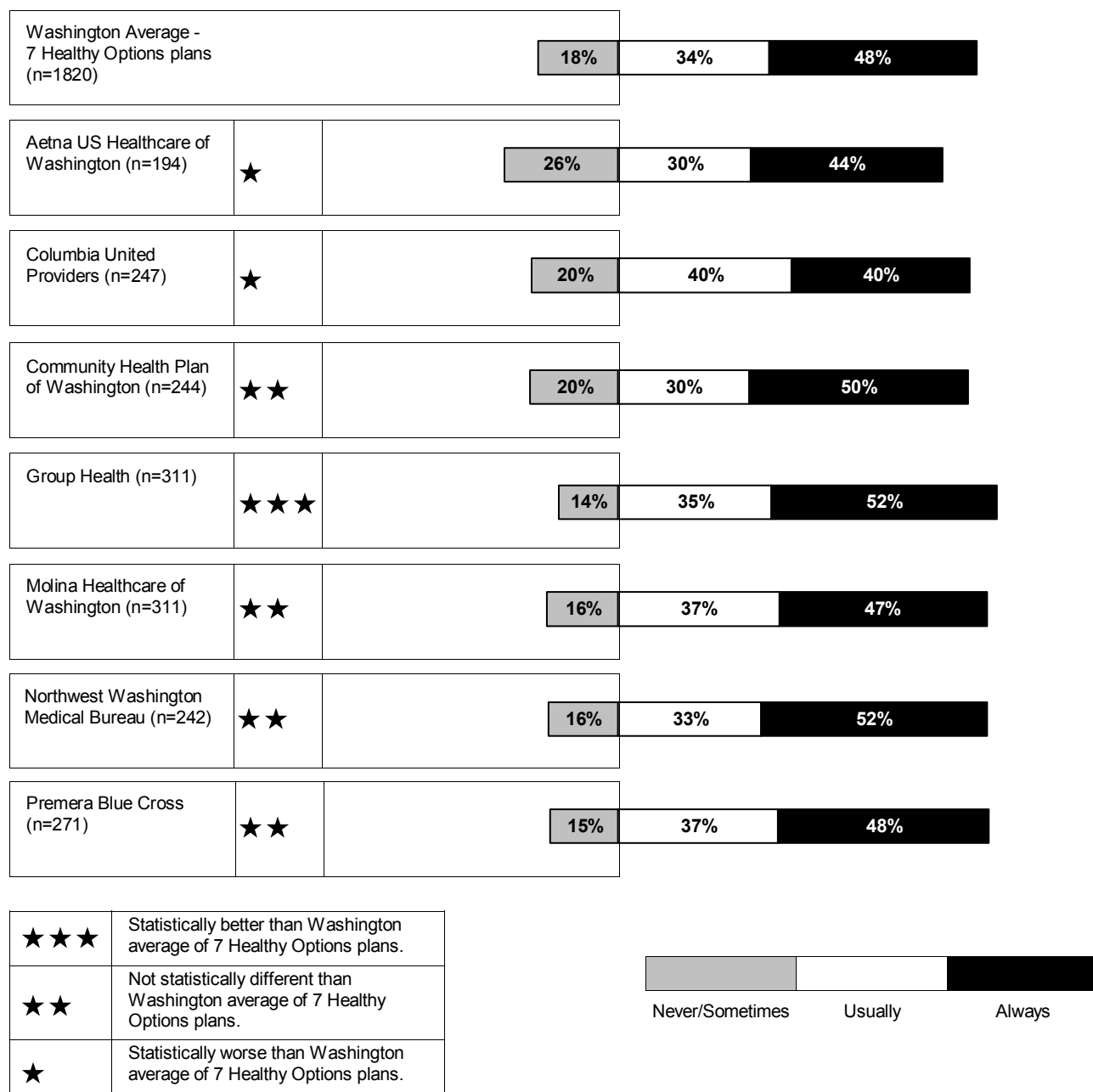
Healthy Options - Adults

Core CAHPS Questions

Question 35

How Well Doctors Communicate

Q35. "In the last 6 months, how often did doctors or other health providers spend enough time with you?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

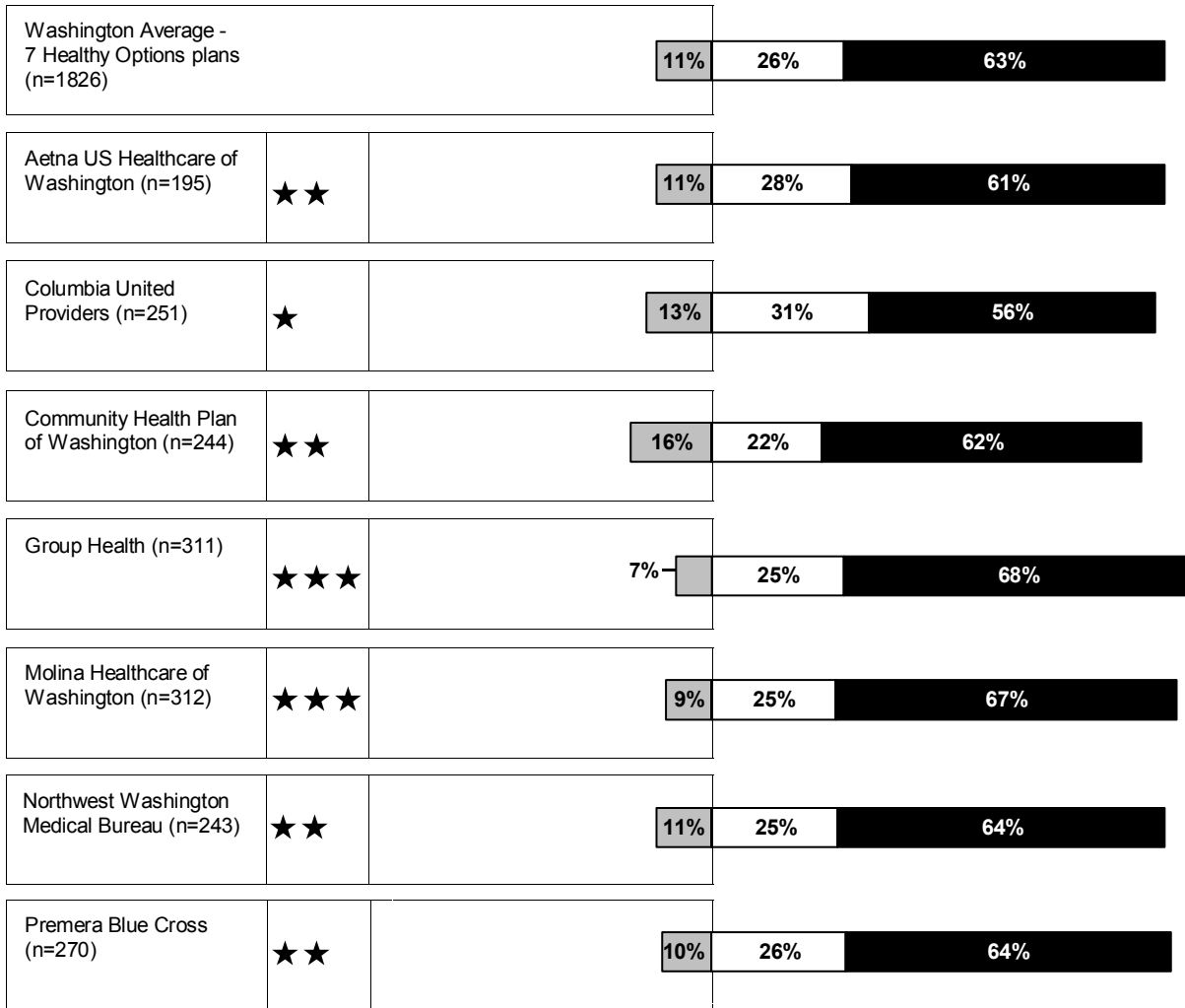
Healthy Options - Adults

Core CAHPS Questions

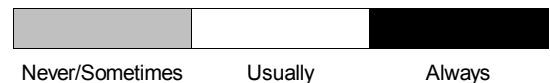
Composite

Courtesy, Respect, and Helpfulness of Staff

This chart summarizes the responses to survey questions 29 and 30 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

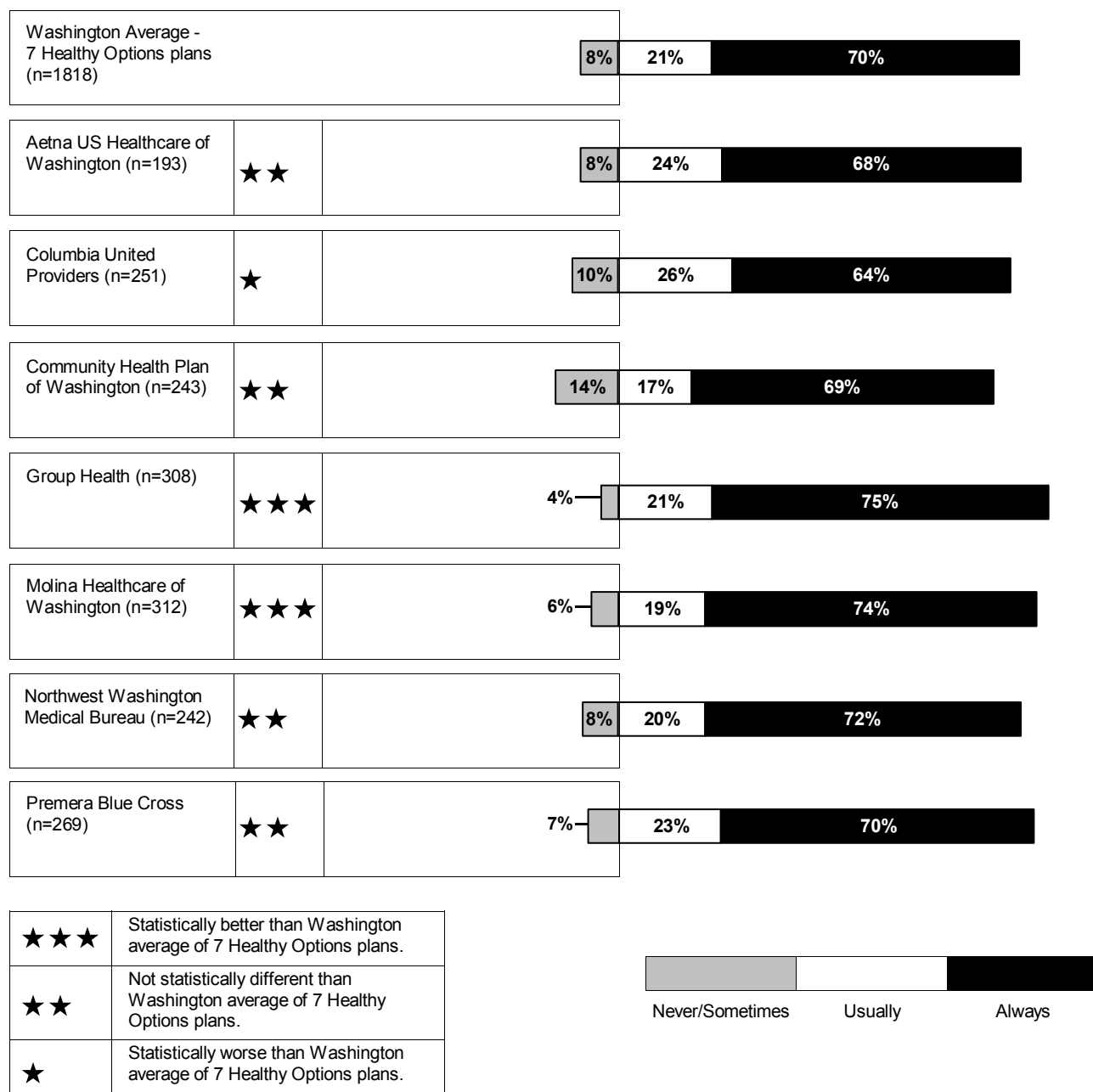
Healthy Options - Adults

Core CAHPS Questions

Question 29

Courtesy, Respect, and Helpfulness of Staff

Q29. "In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

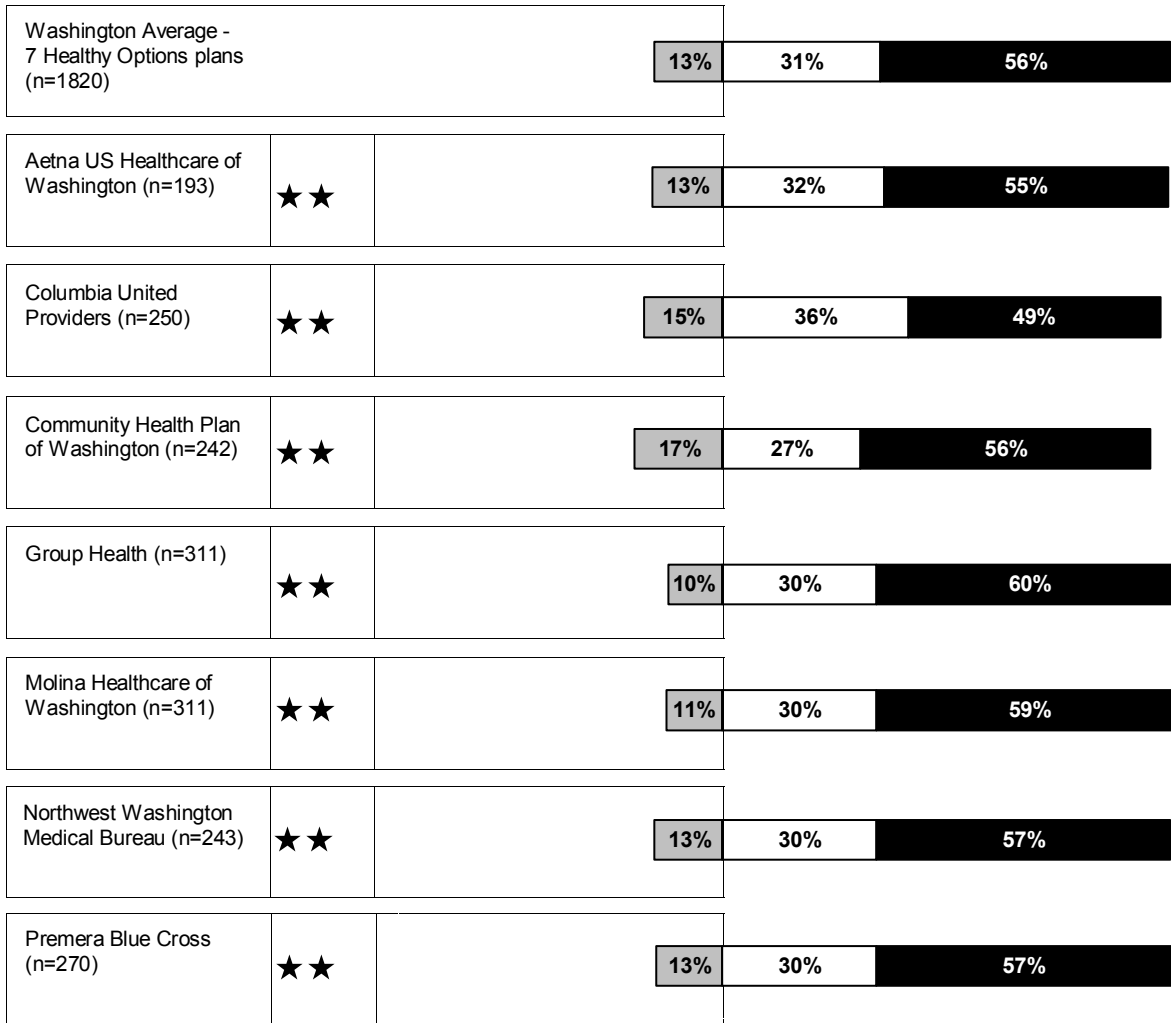
Healthy Options - Adults

Core CAHPS Questions

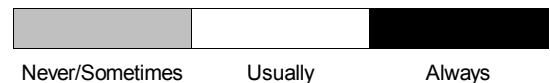
Question 30

Courtesy, Respect, and Helpfulness of Staff

Q30. "In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

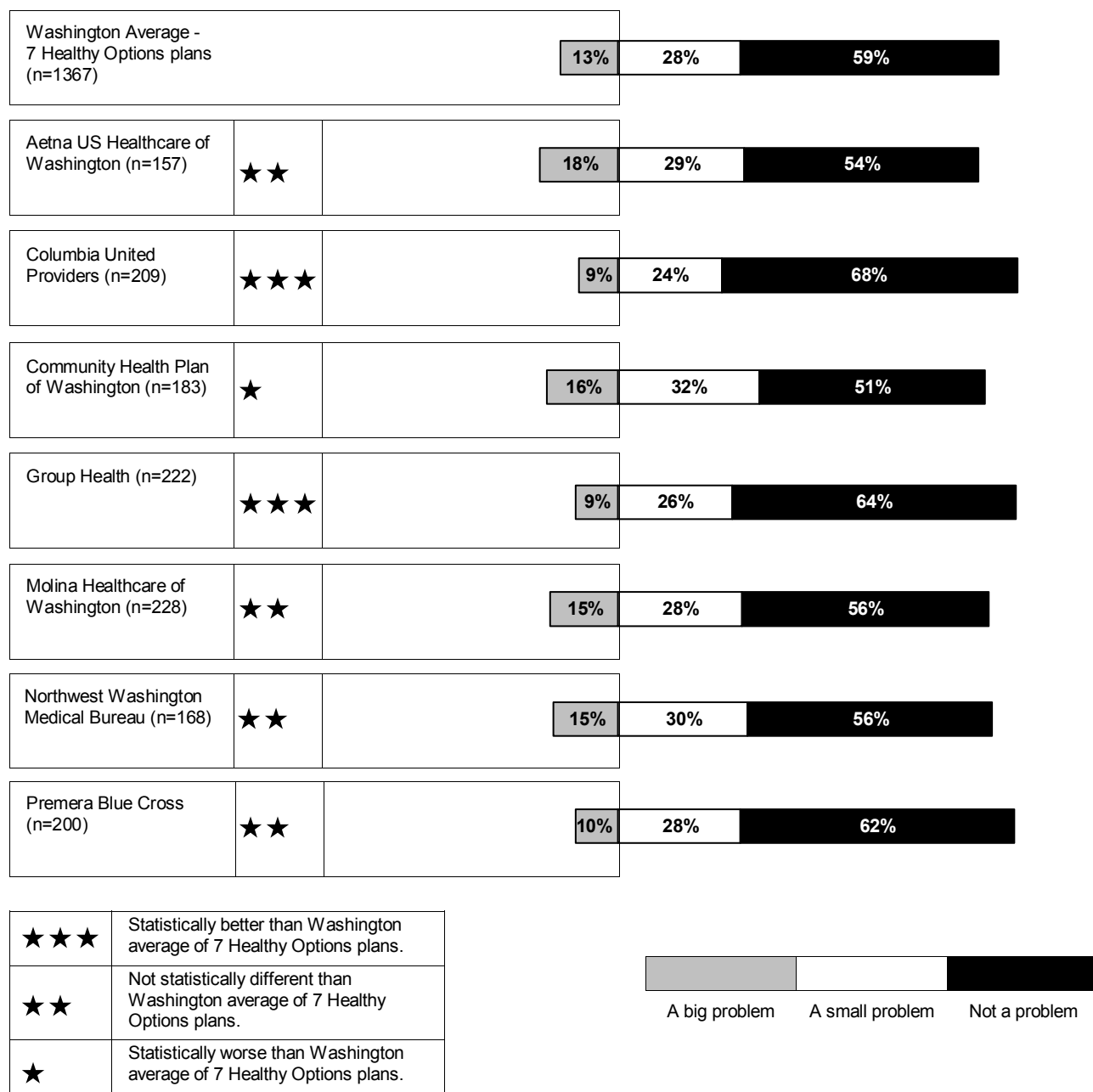
Healthy Options - Adults

Core CAHPS Questions

Composite

Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 55, 57, and 63 contained in the composite, "Health Plan Customer Service and Paperwork." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

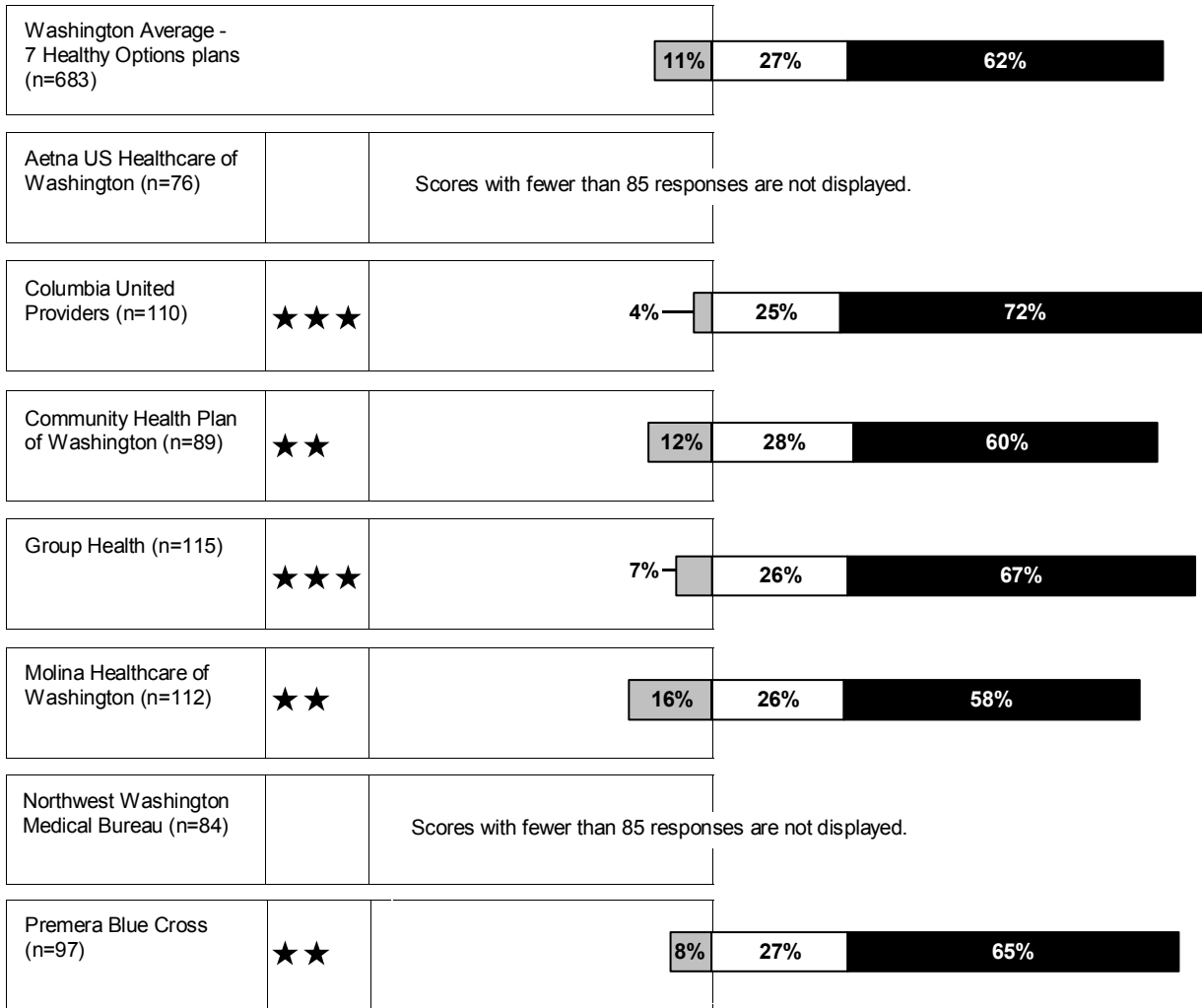
Healthy Options - Adults

Core CAHPS Questions

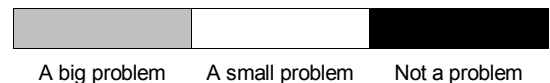
Question 55

Health Plan Customer Service and Paperwork

Q55. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

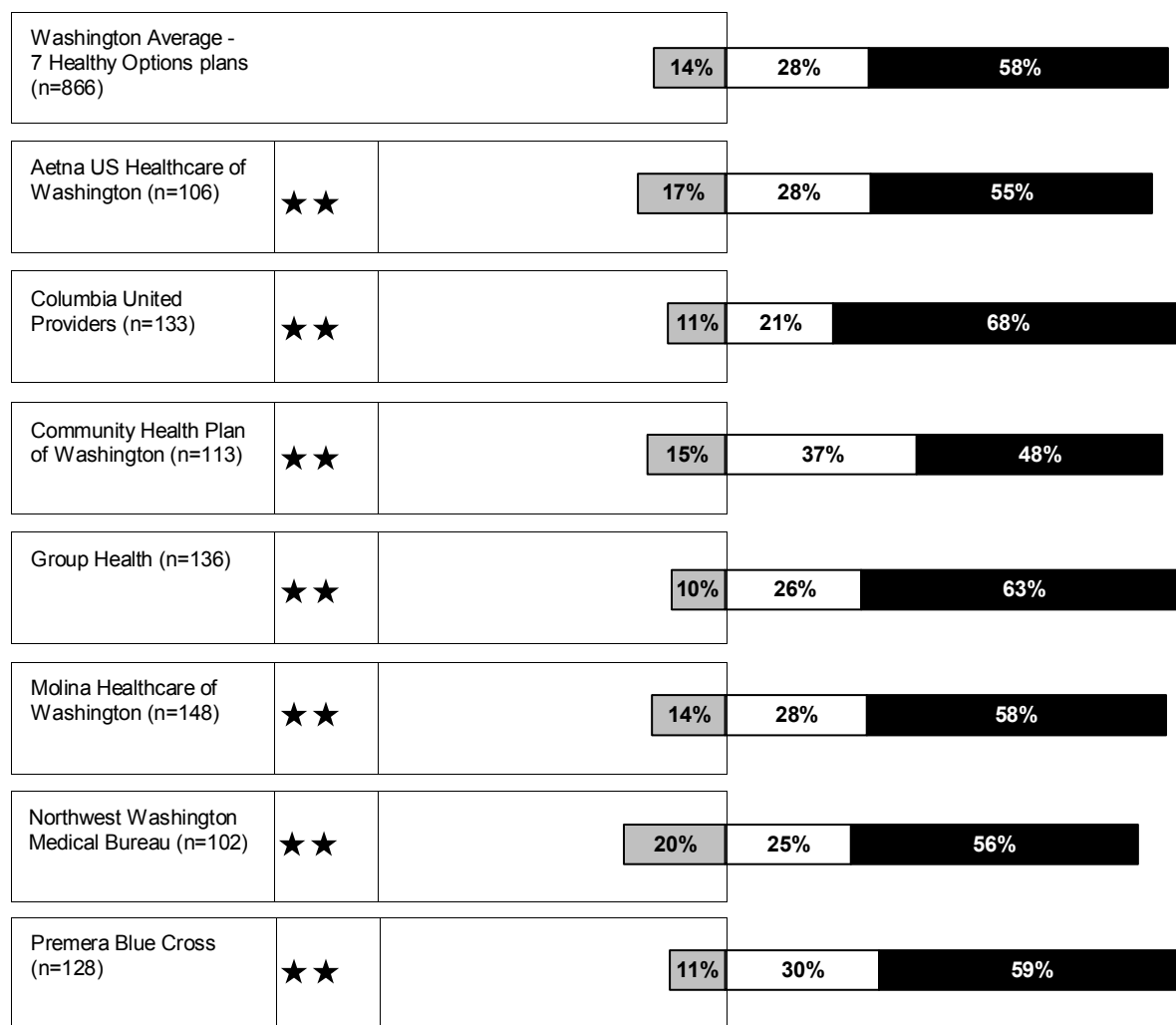
Healthy Options - Adults

Core CAHPS Questions

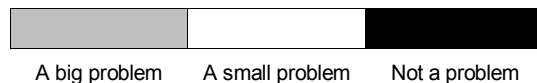
Question 57

Health Plan Customer Service and Paperwork

Q57. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

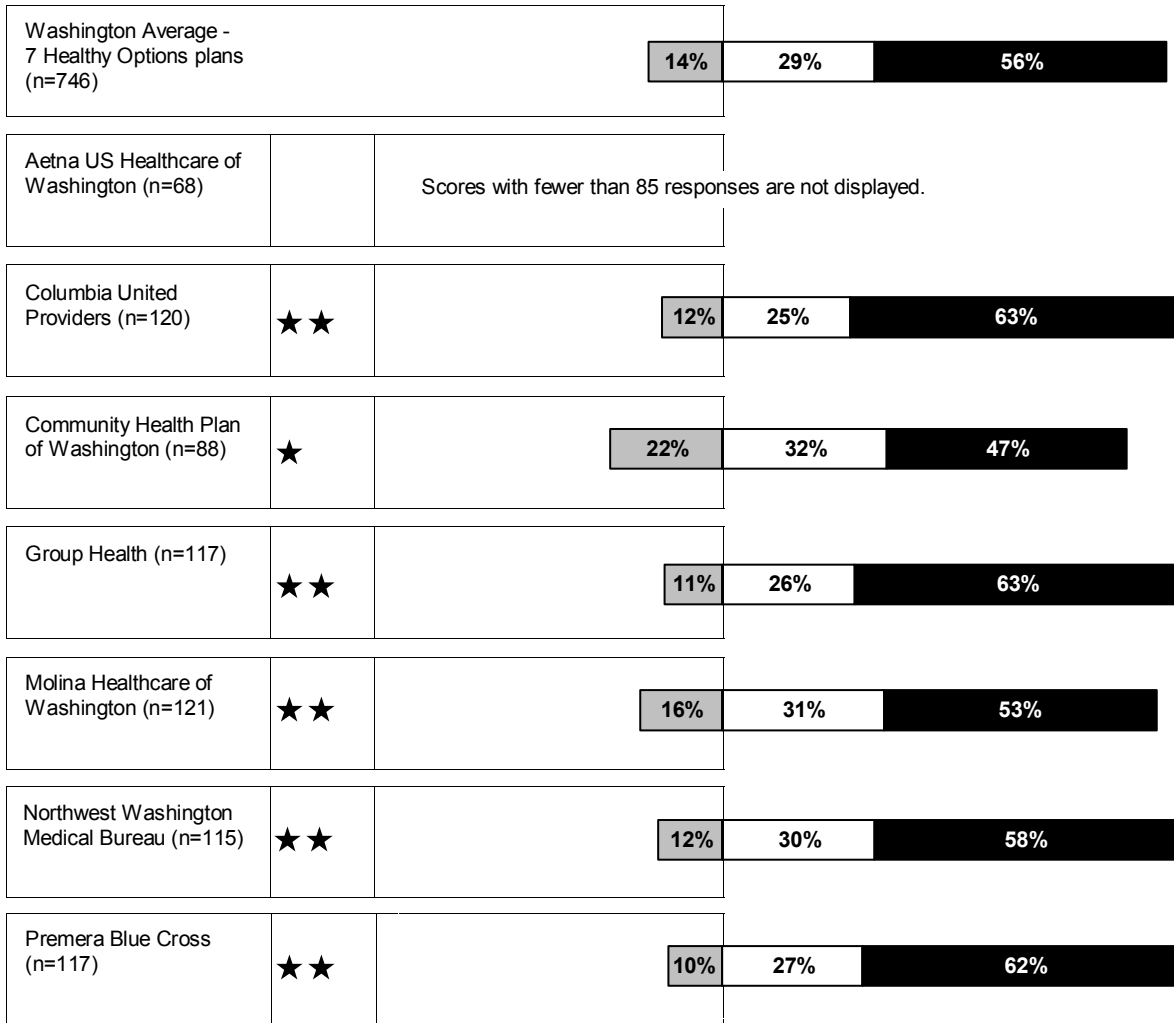
Healthy Options - Adults

Core CAHPS Questions

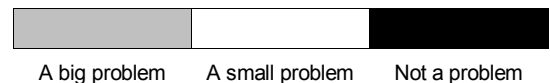
Question 63

Health Plan Customer Service and Paperwork

Q63. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?"



★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

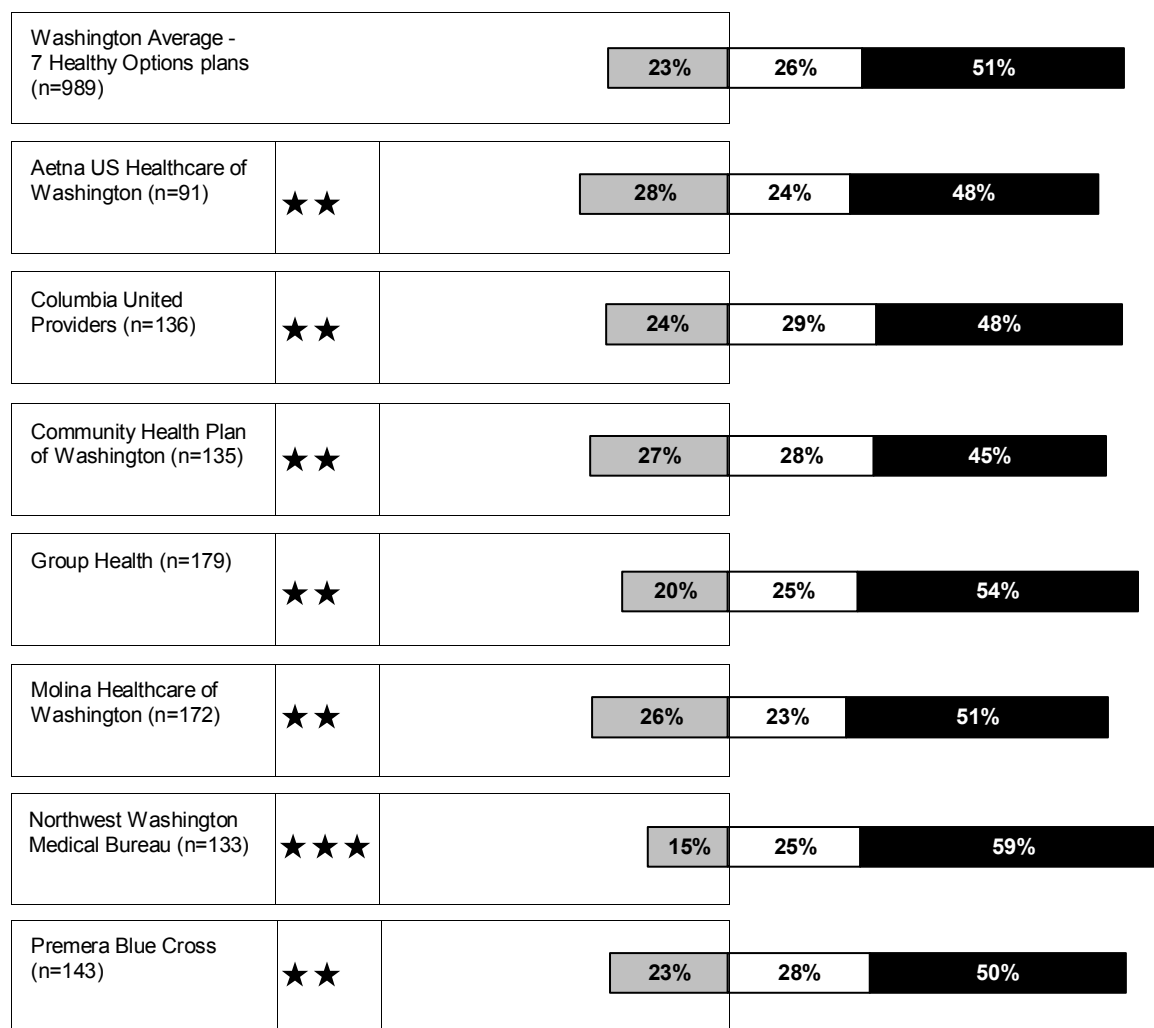
Healthy Options - Adults

Core CAHPS Questions

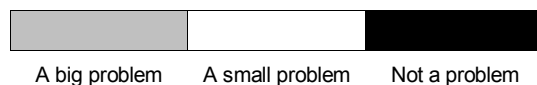
Composite

Family-Centered Care

This chart summarizes the responses to survey questions 37, 38, 39, and 40 contained in the composite, "Family-Centered Care." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

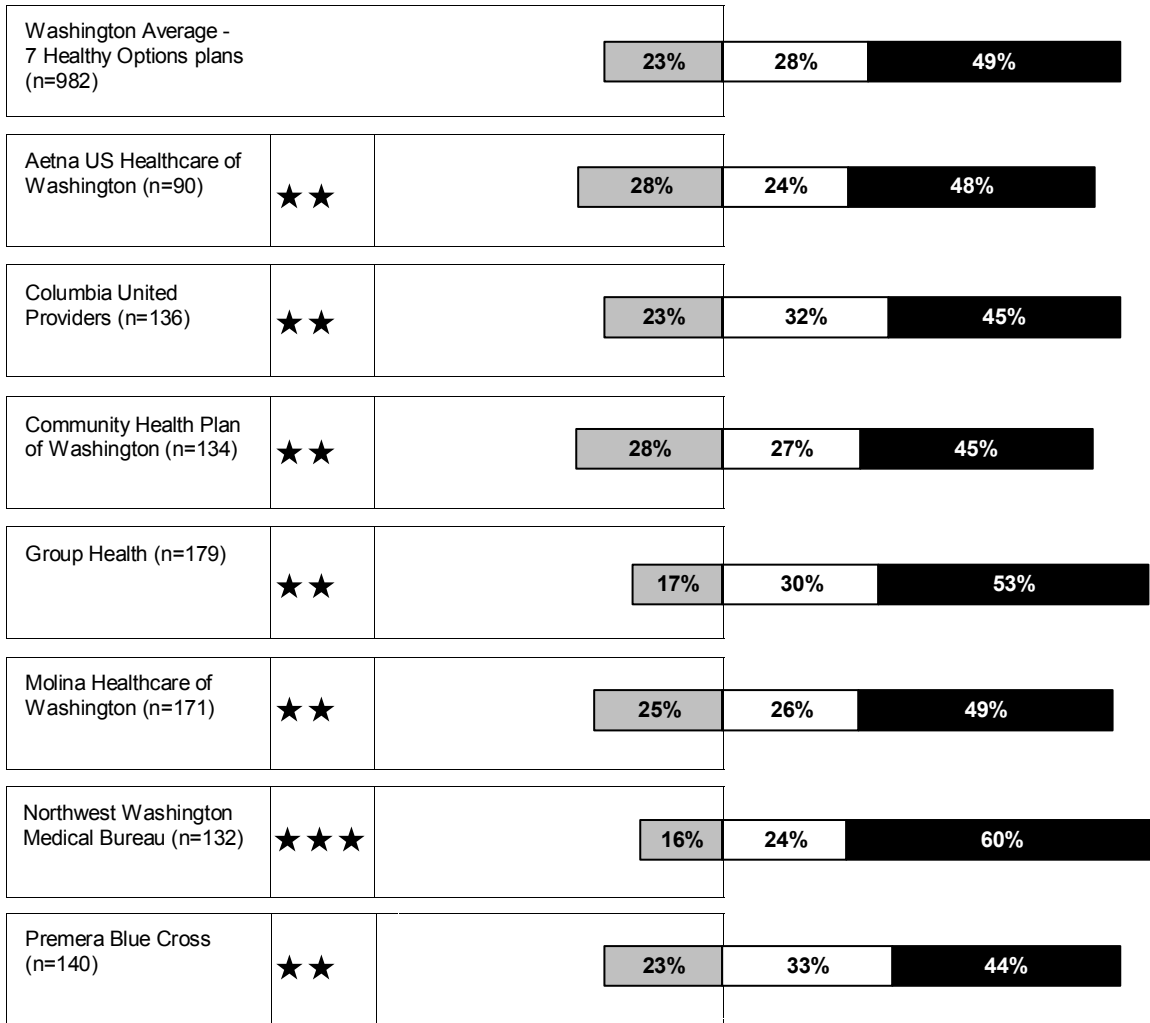
Healthy Options - Adults

Core CAHPS Questions

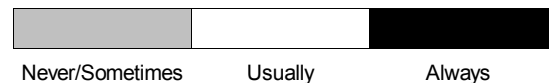
Question 37

Family-Centered Care

Q37. "When decisions were made in the last 6 months, how often did your doctors or other health providers offer you choices about your health care?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

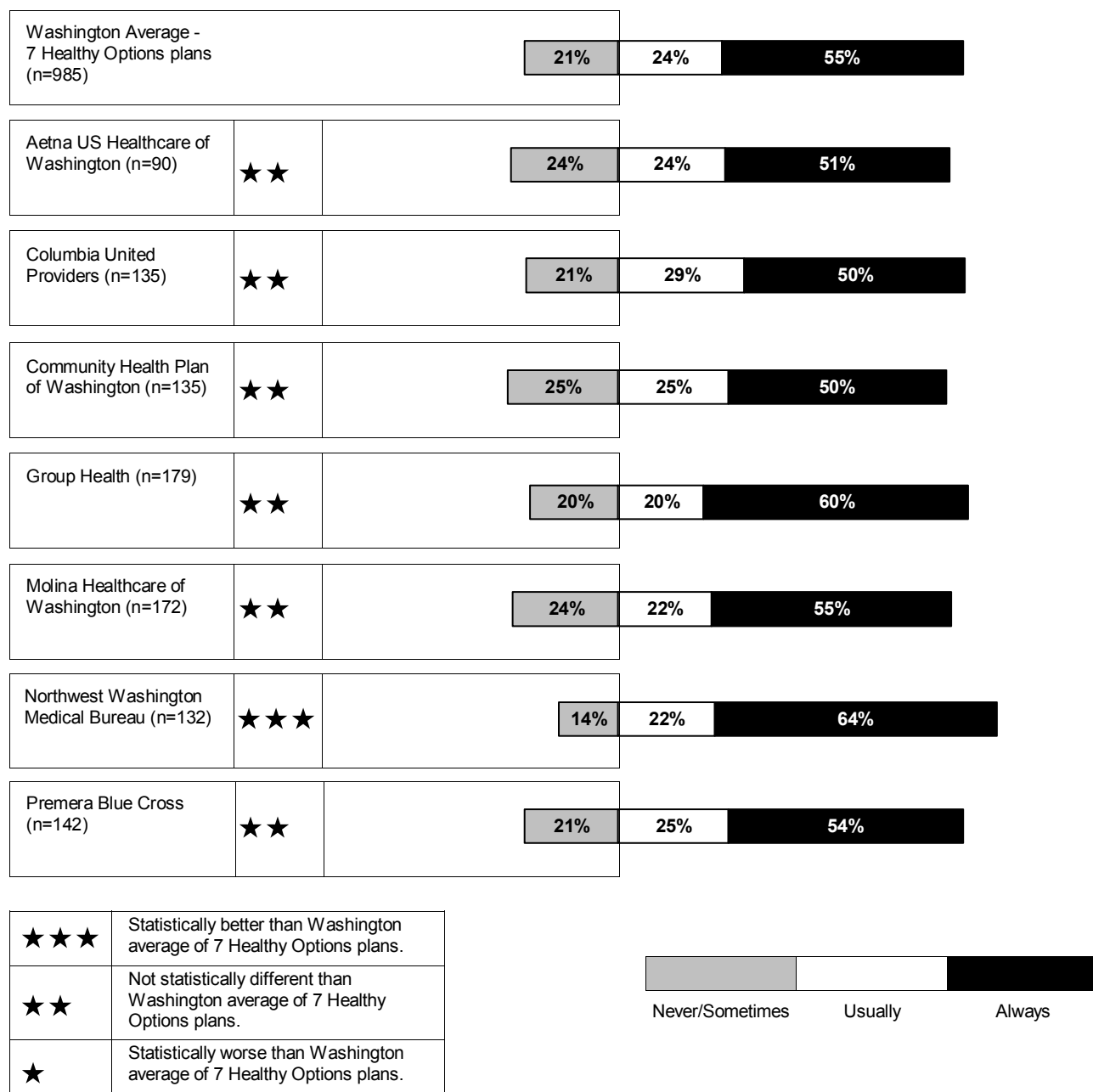
Healthy Options - Adults

Core CAHPS Questions

Question 38

Family-Centered Care

Q38. "When decisions were made in the last 6 months, how often did your doctors or other health providers discuss with you the good and bad things about each of the different choices you were given?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

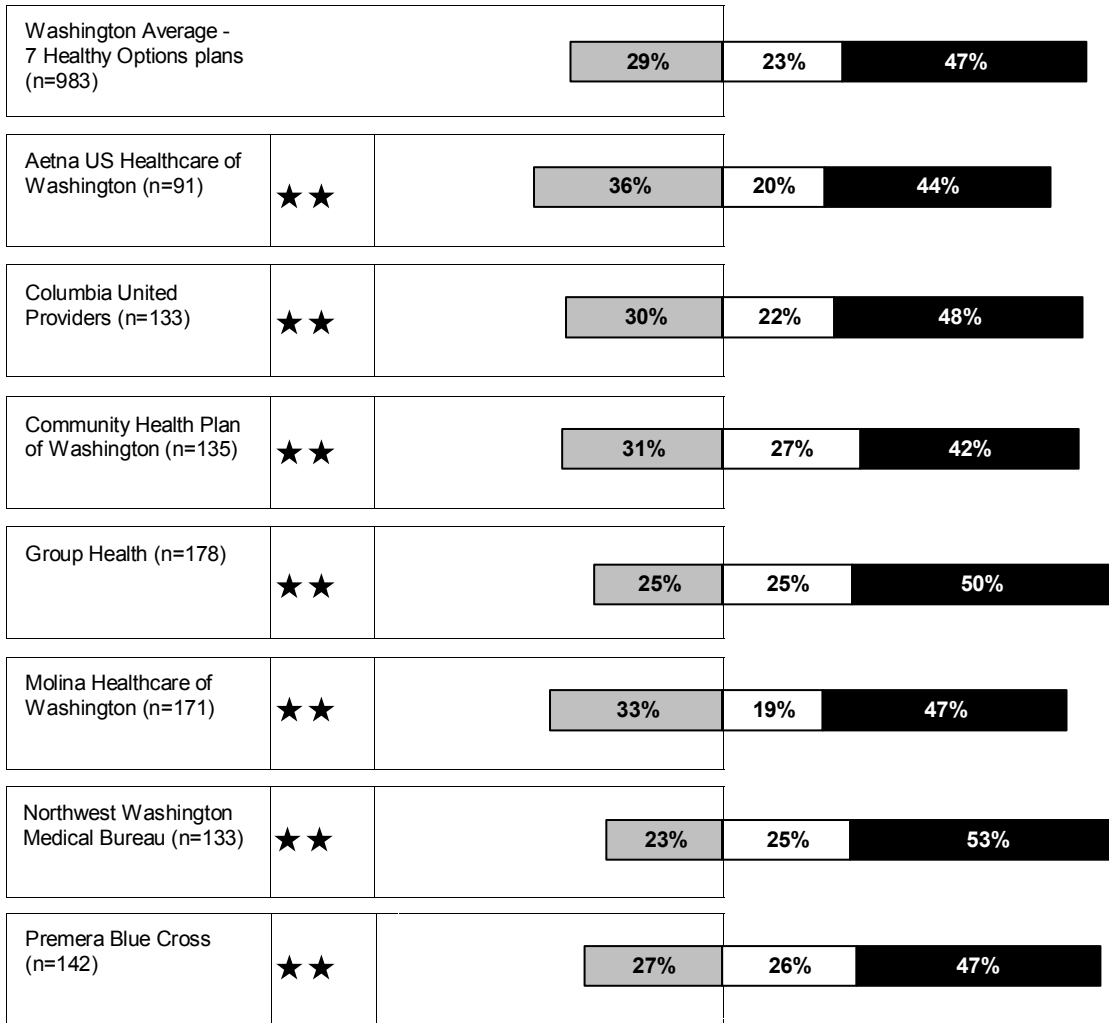
Healthy Options - Adults

Core CAHPS Questions

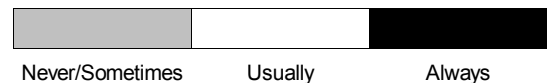
Question 39

Family-Centered Care

Q39. "When decisions were made in the last 6 months, how often did your doctors or other health providers ask you to tell them what choices you prefer?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

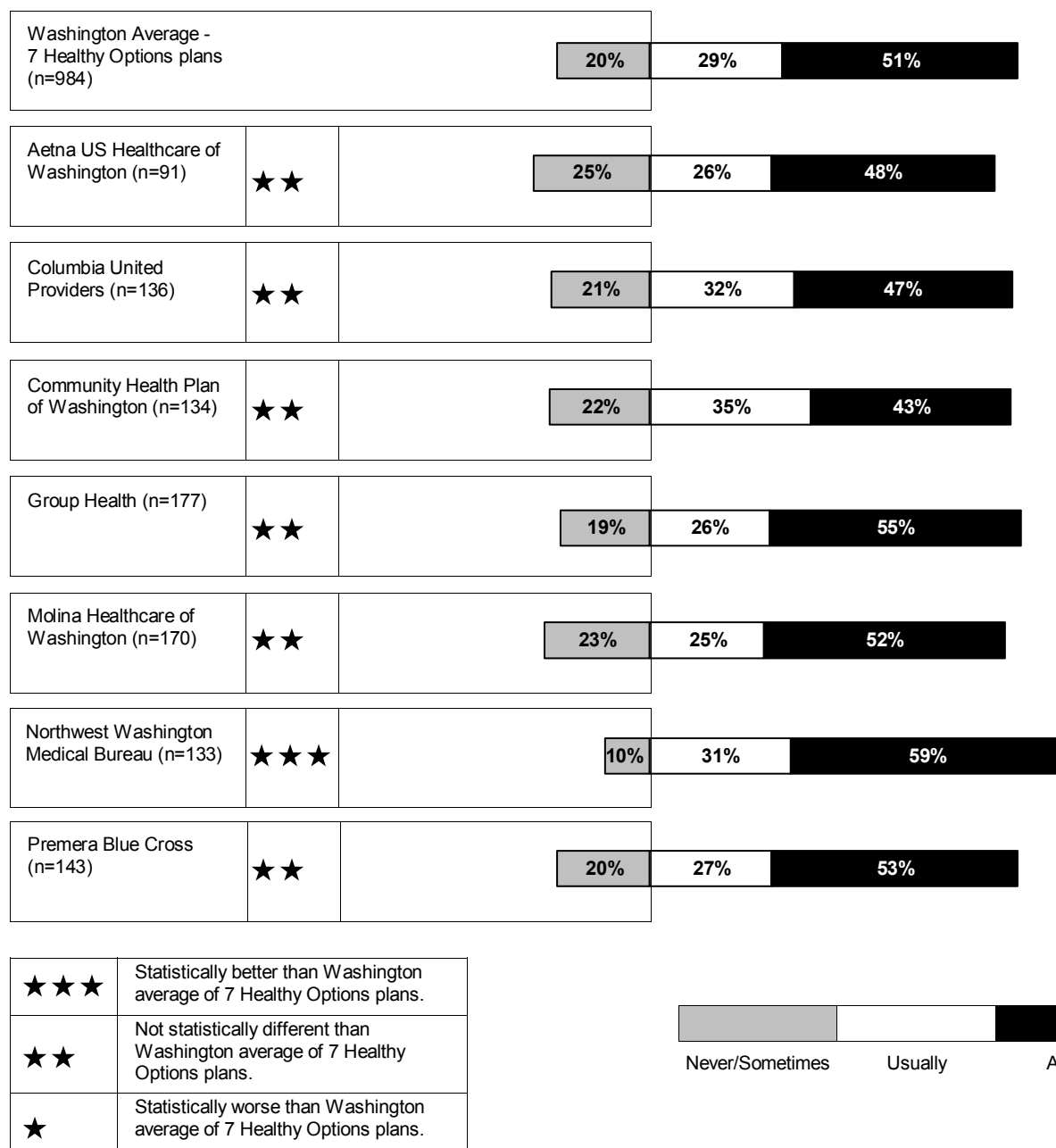
Healthy Options - Adults

Core CAHPS Questions

Question 40

Family-Centered Care

Q40. "When decisions were made in the last 6 months, how often did your doctors or other health providers involve you as much as you wanted?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

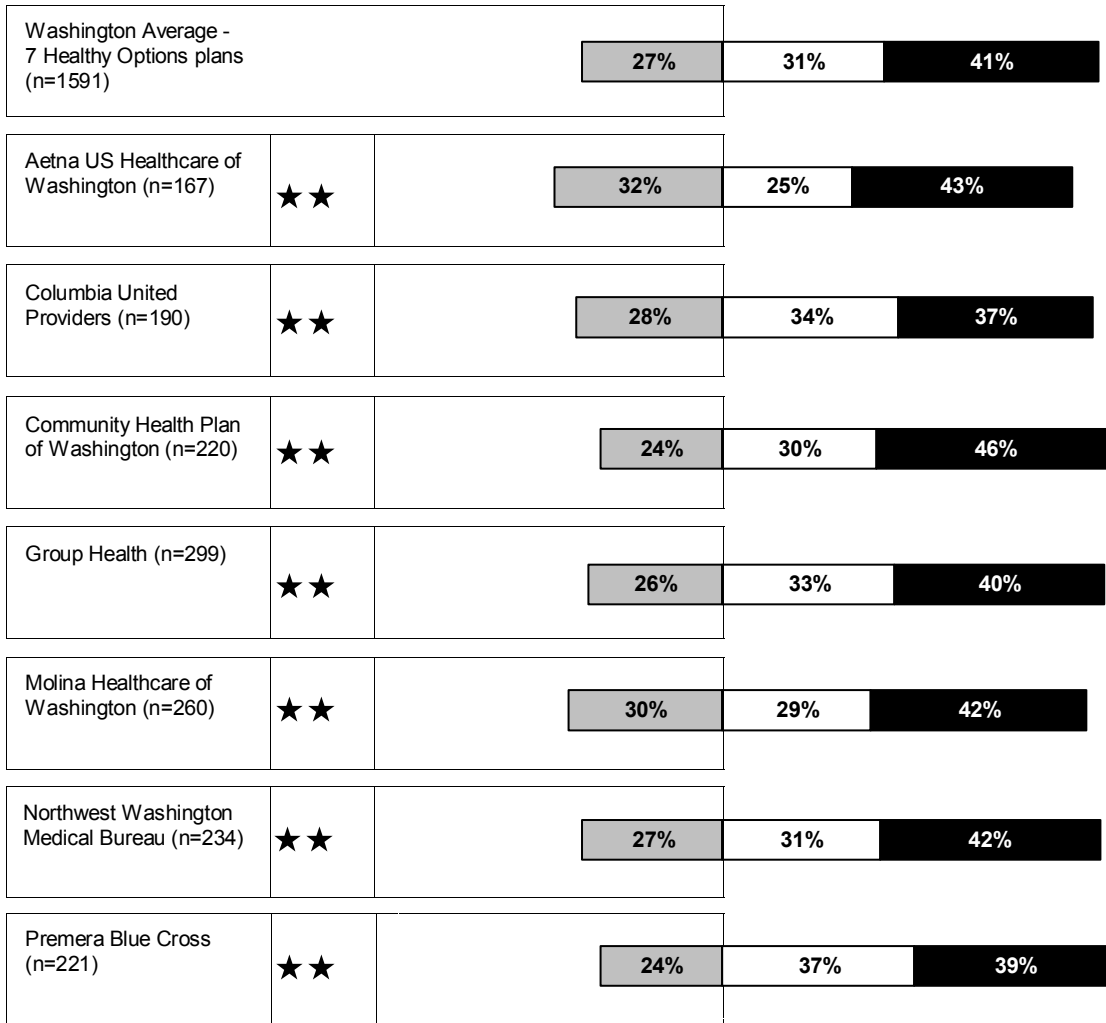
Healthy Options - Adults

Core CAHPS Questions

Question 10

Rating Personal Doctors

Q10. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

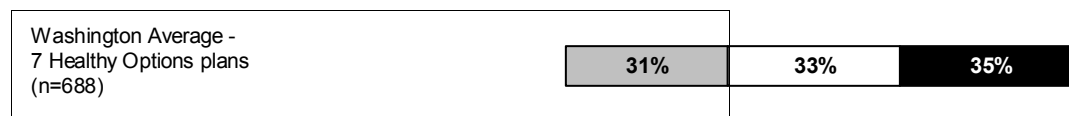
Healthy Options - Adults

Core CAHPS Questions

Question 14

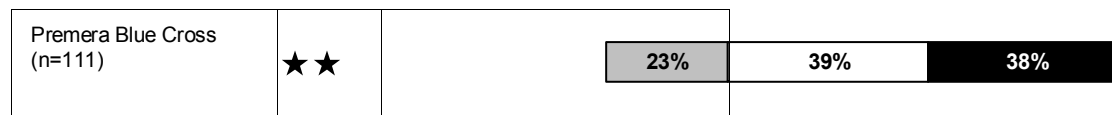
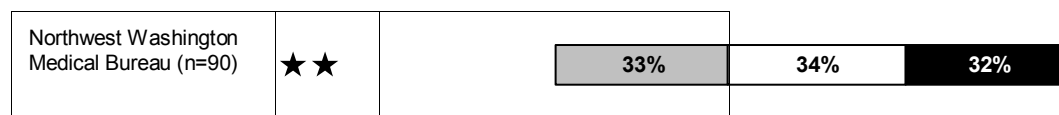
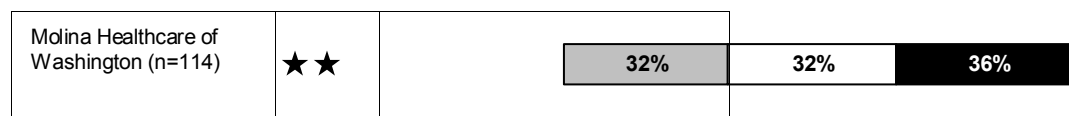
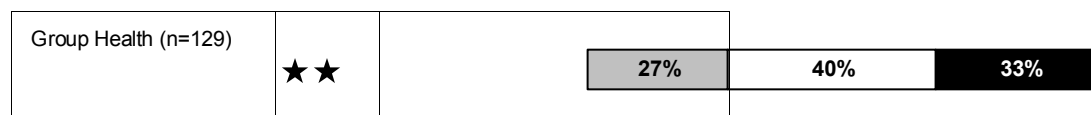
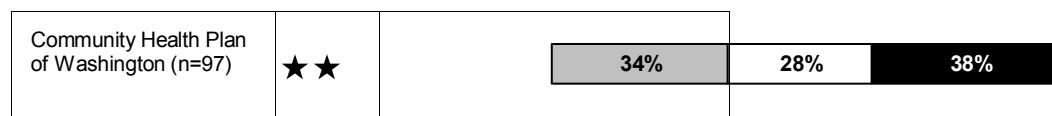
Rating Specialists

Q14. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your specialist?"

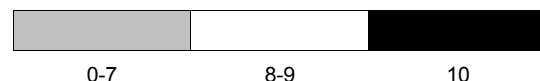


Aetna US Healthcare of Washington (n=75)		Scores with fewer than 85 responses are not displayed.
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Columbia United Providers (n=72)		Scores with fewer than 85 responses are not displayed.
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★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

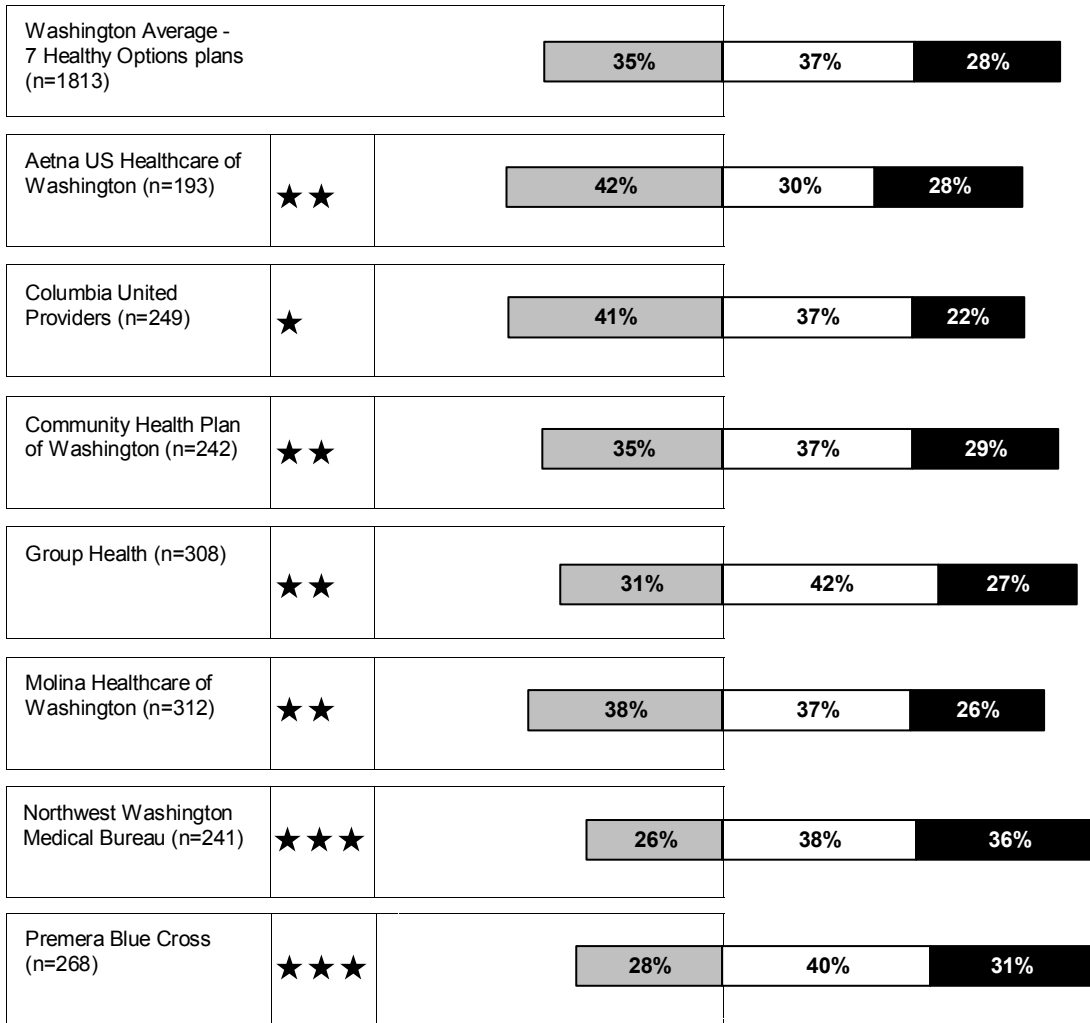
Healthy Options - Adults

Core CAHPS Questions

Question 41

Rating Health Care

Q41. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your health care?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

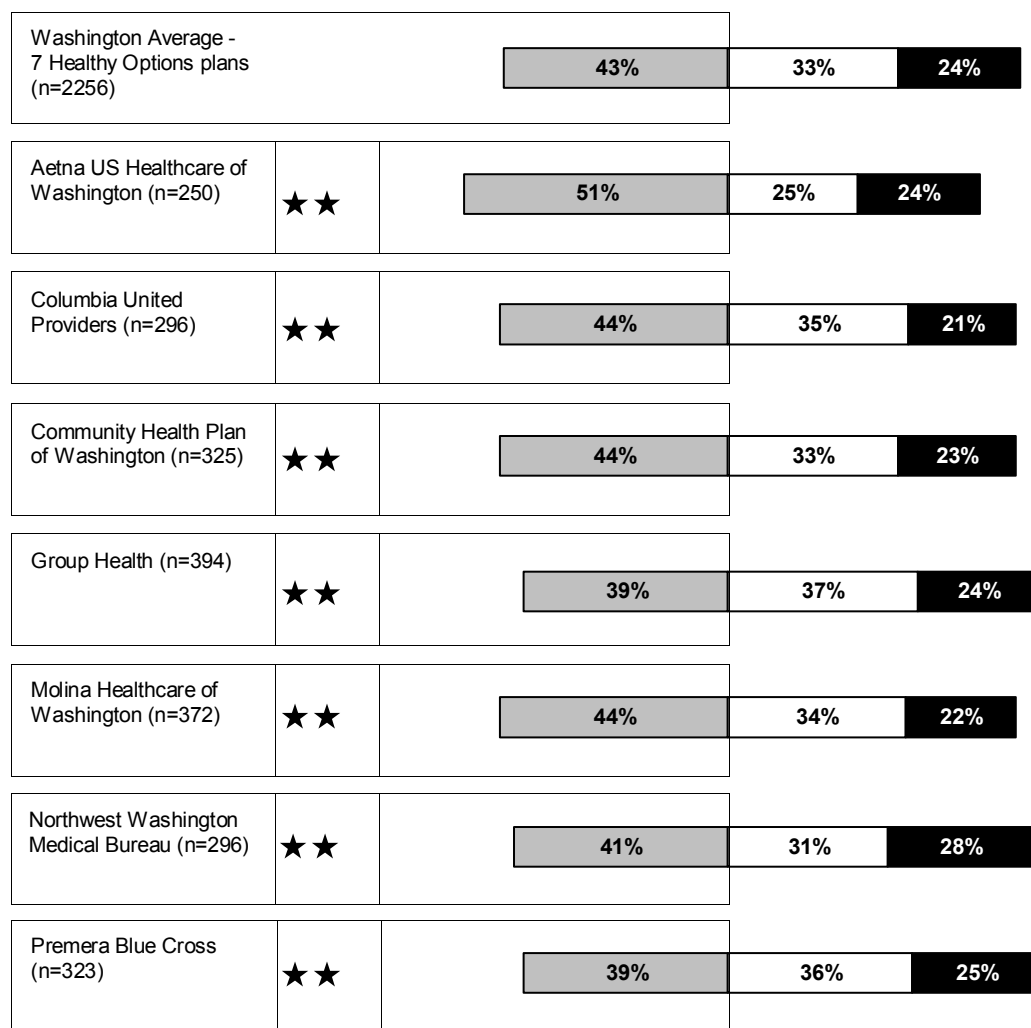
Healthy Options - Adults

Core CAHPS Questions

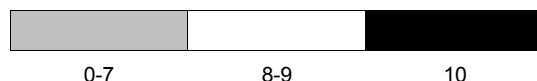
Question 64

Rating Health Plan

Q64. "Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your health plan now?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for age, education, and general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options Children



Washington State
Department of Social
& Health Services

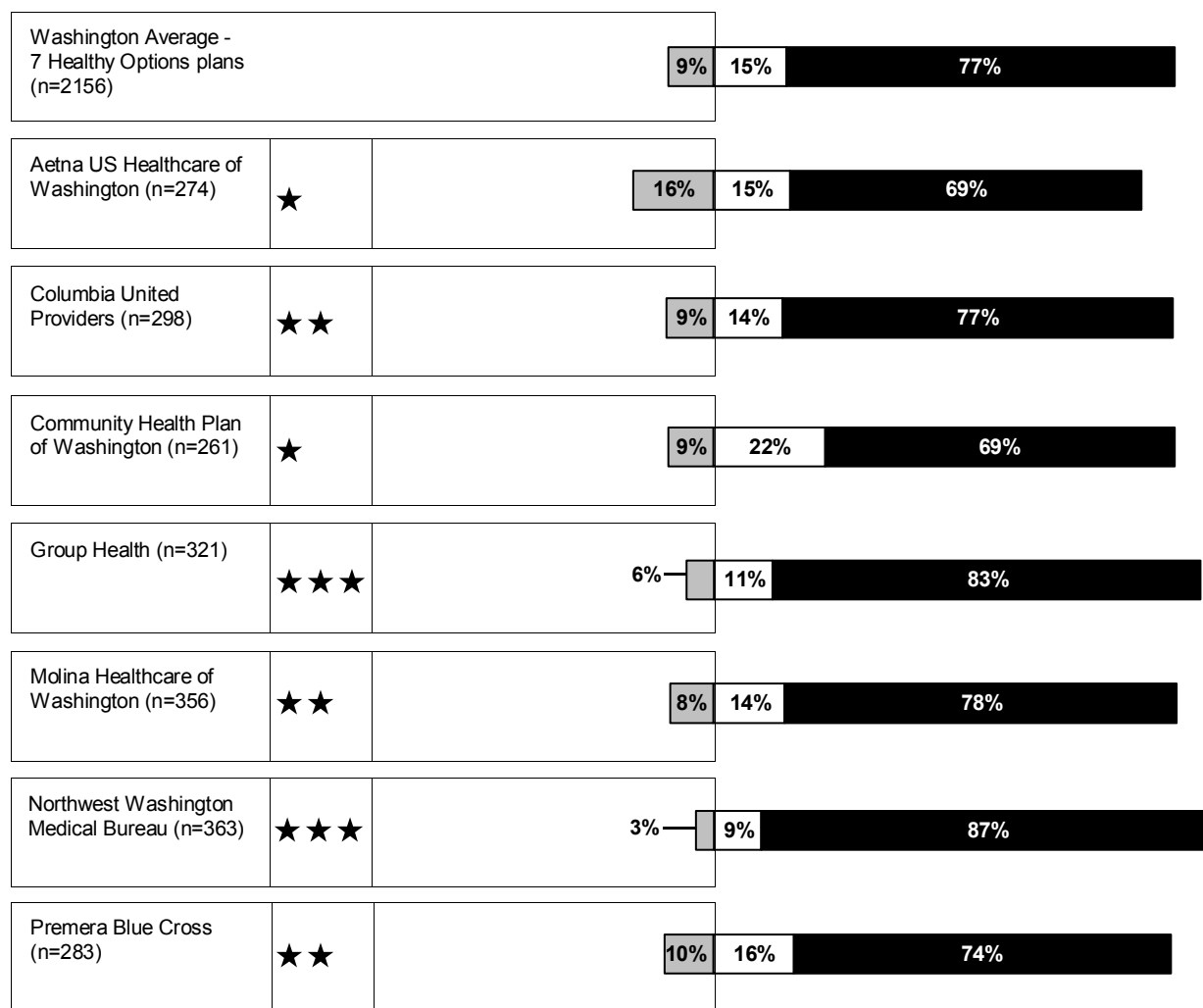
Healthy Options - Children

Core CAHPS Questions

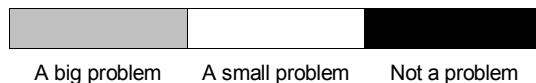
Composite

Getting Care That Is Needed

This chart summarizes the responses to survey questions 7, 13, 27, and 28 contained in the composite, "Getting Care That Is Needed." Individual question-level responses immediately follow.



★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

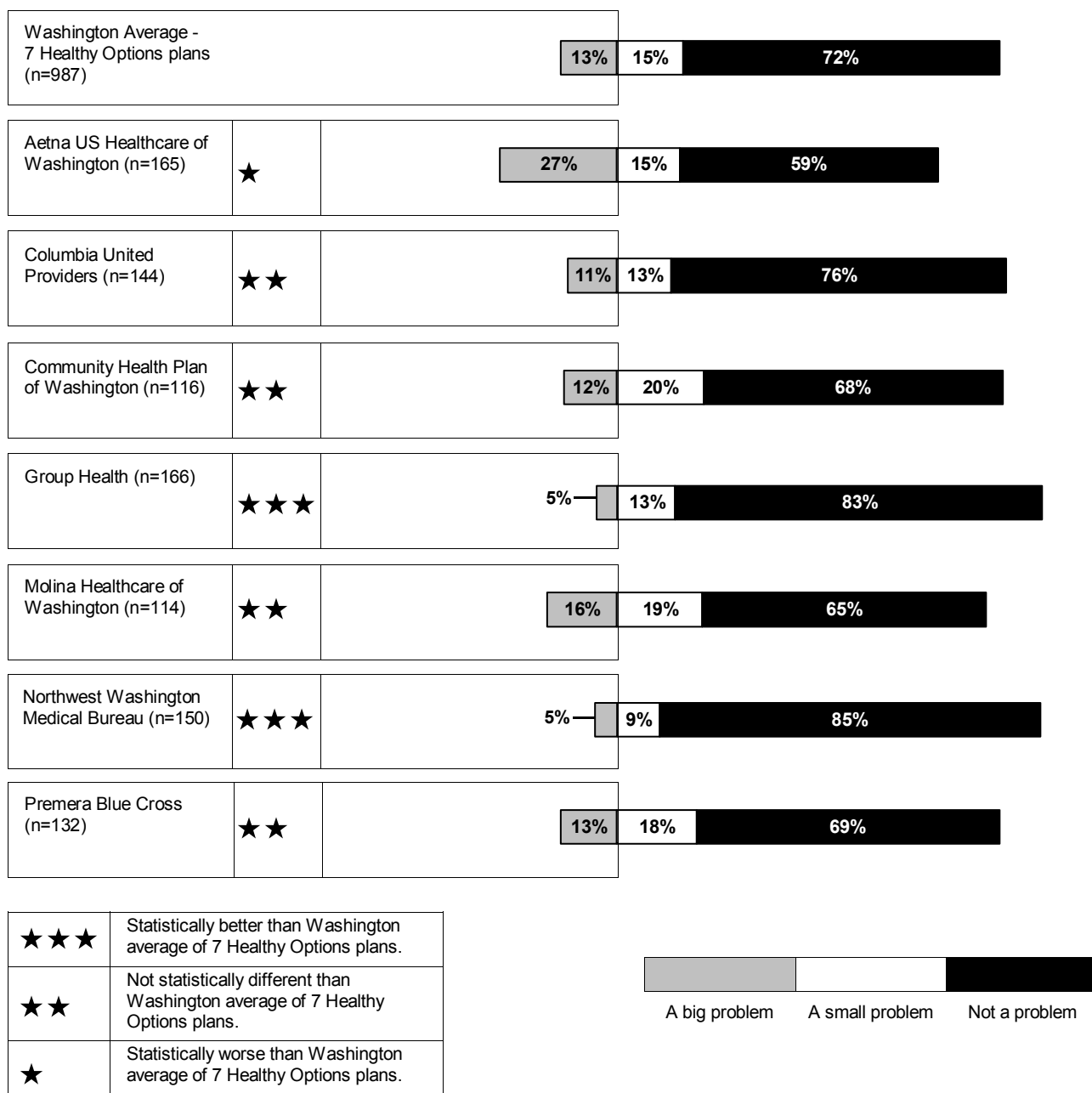
Healthy Options - Children

Core CAHPS Questions

Question 7

Getting Care That Is Needed

Q7. "With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

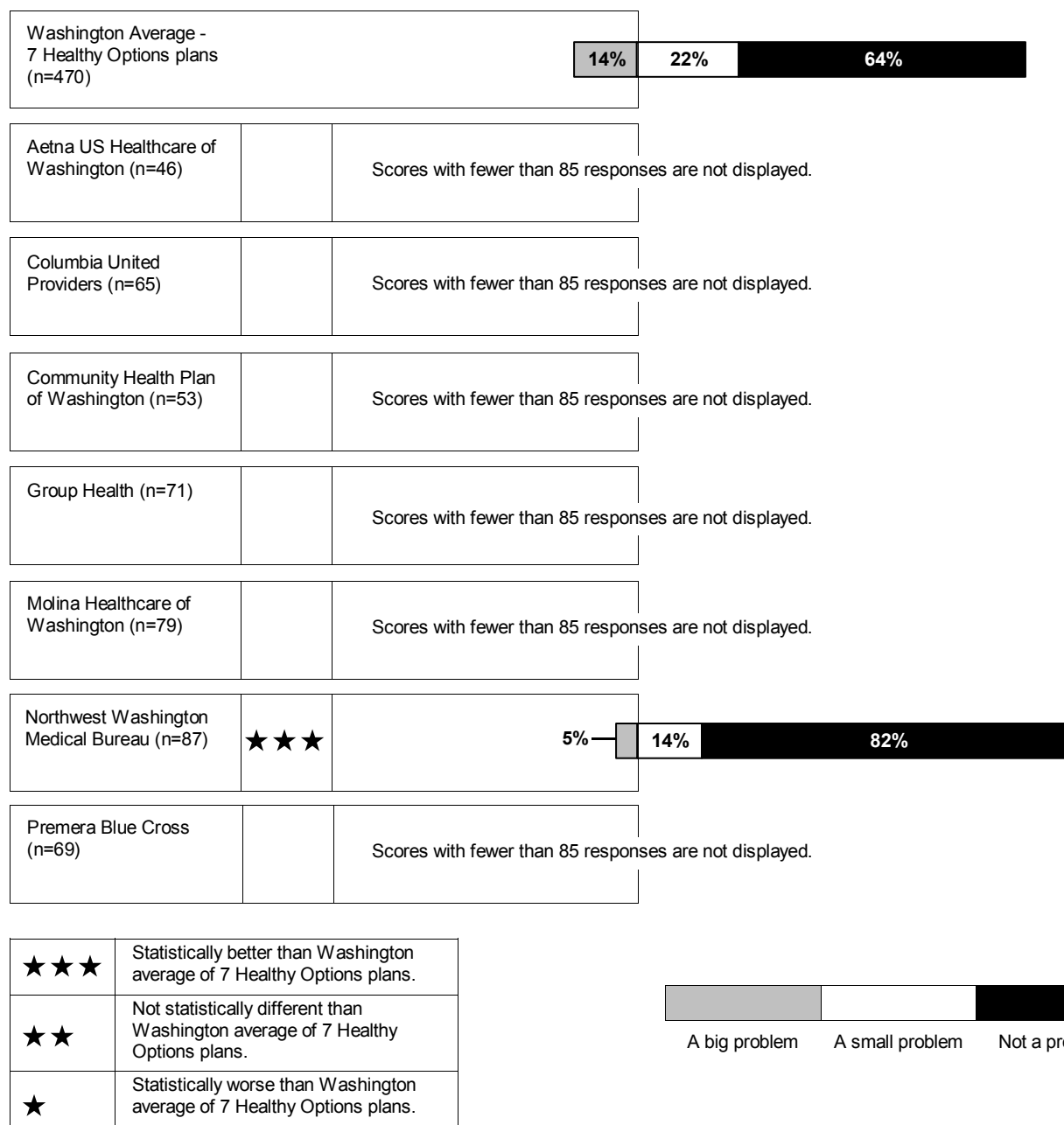
Healthy Options - Children

Core CAHPS Questions

Question 13

Getting Care That Is Needed

Q13. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

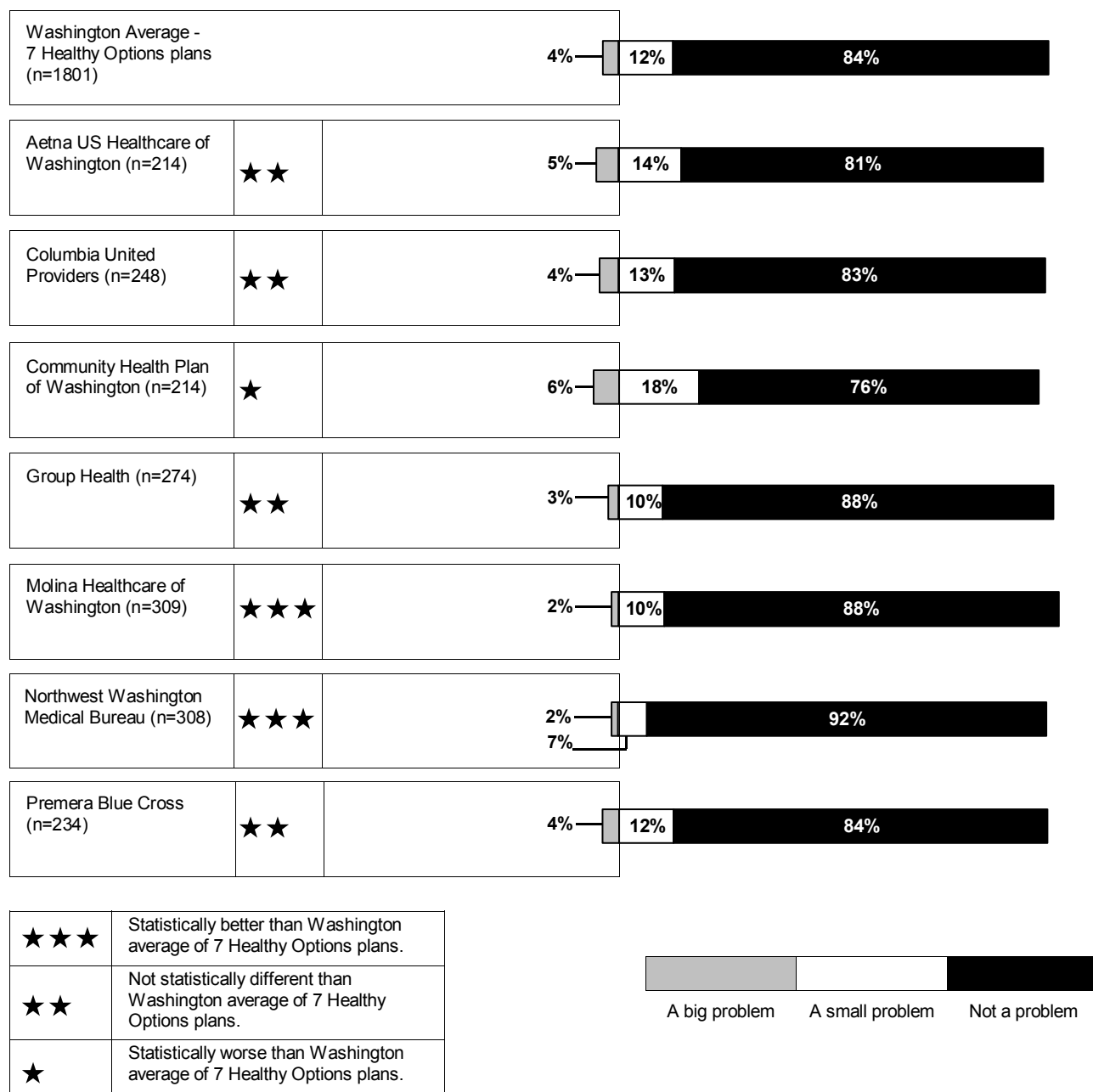
Healthy Options - Children

Core CAHPS Questions

Question 27

Getting Care That Is Needed

Q27. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

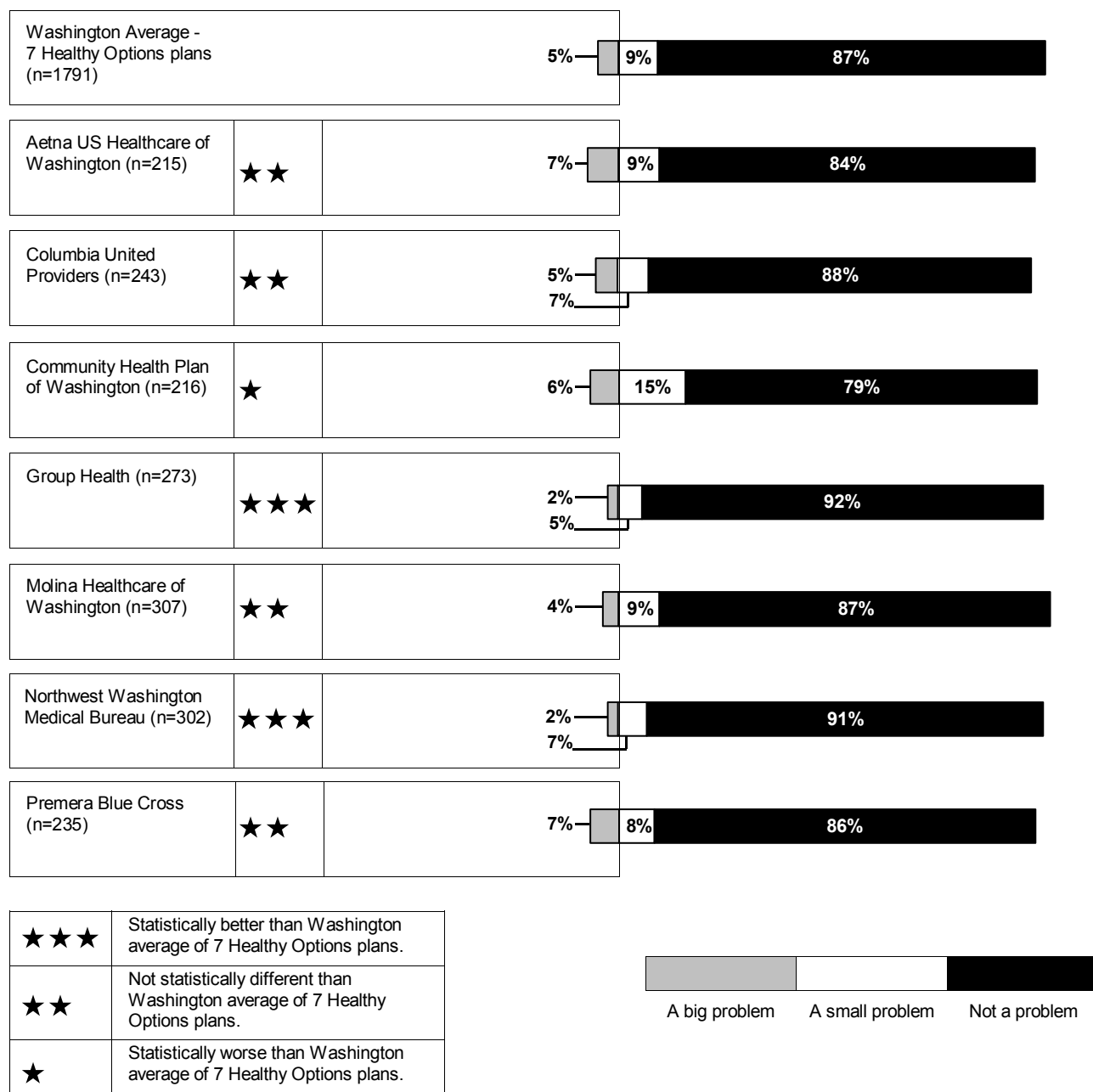
Healthy Options - Children

Core CAHPS Questions

Question 28

Getting Care That Is Needed

Q28. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

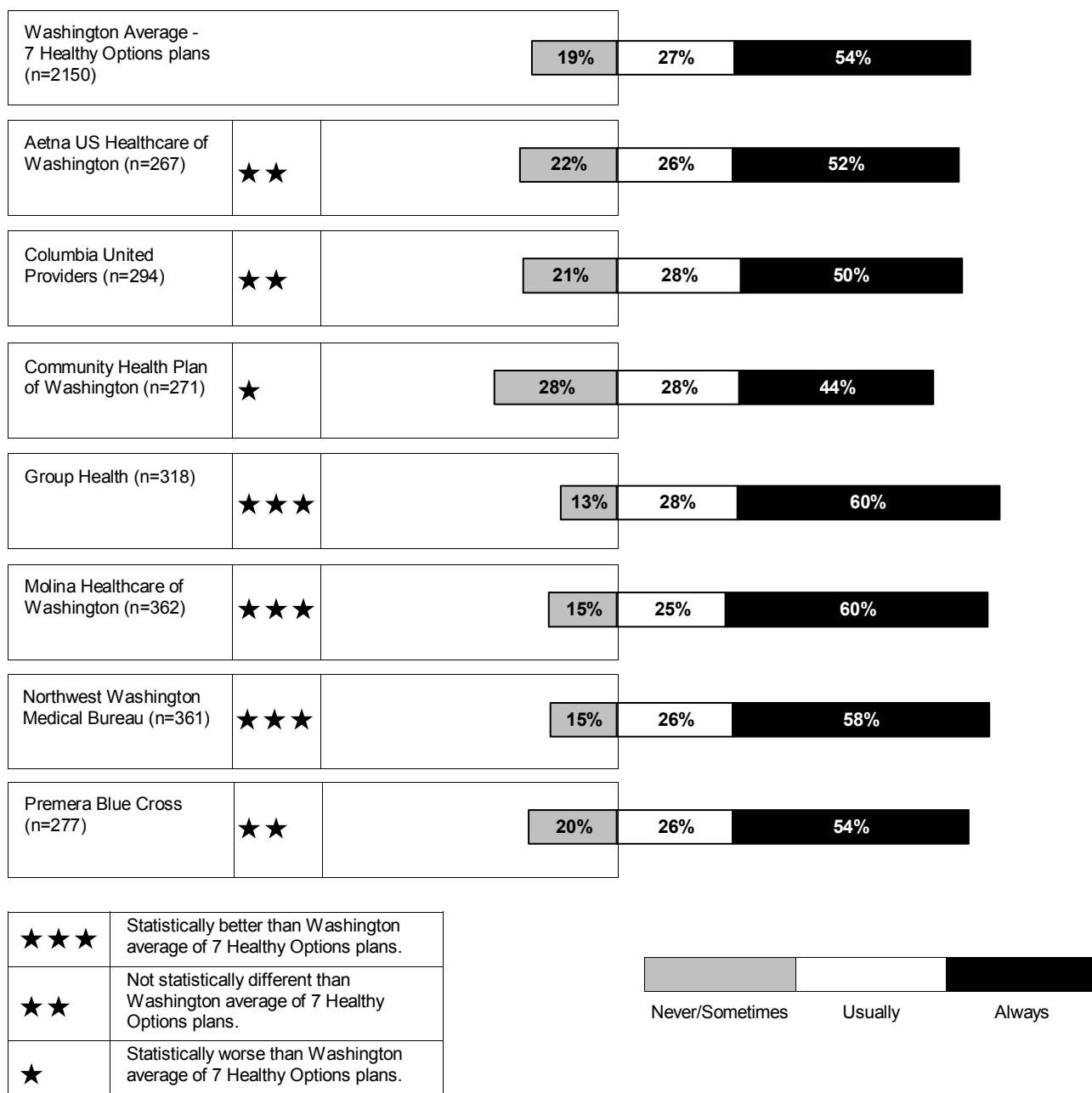
Healthy Options - Children

Core CAHPS Questions

Composite

Getting Care without Long Waits

This chart summarizes the responses to survey questions 18, 20, 23, and 29 contained in the composite, "Getting Care without Long Waits." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

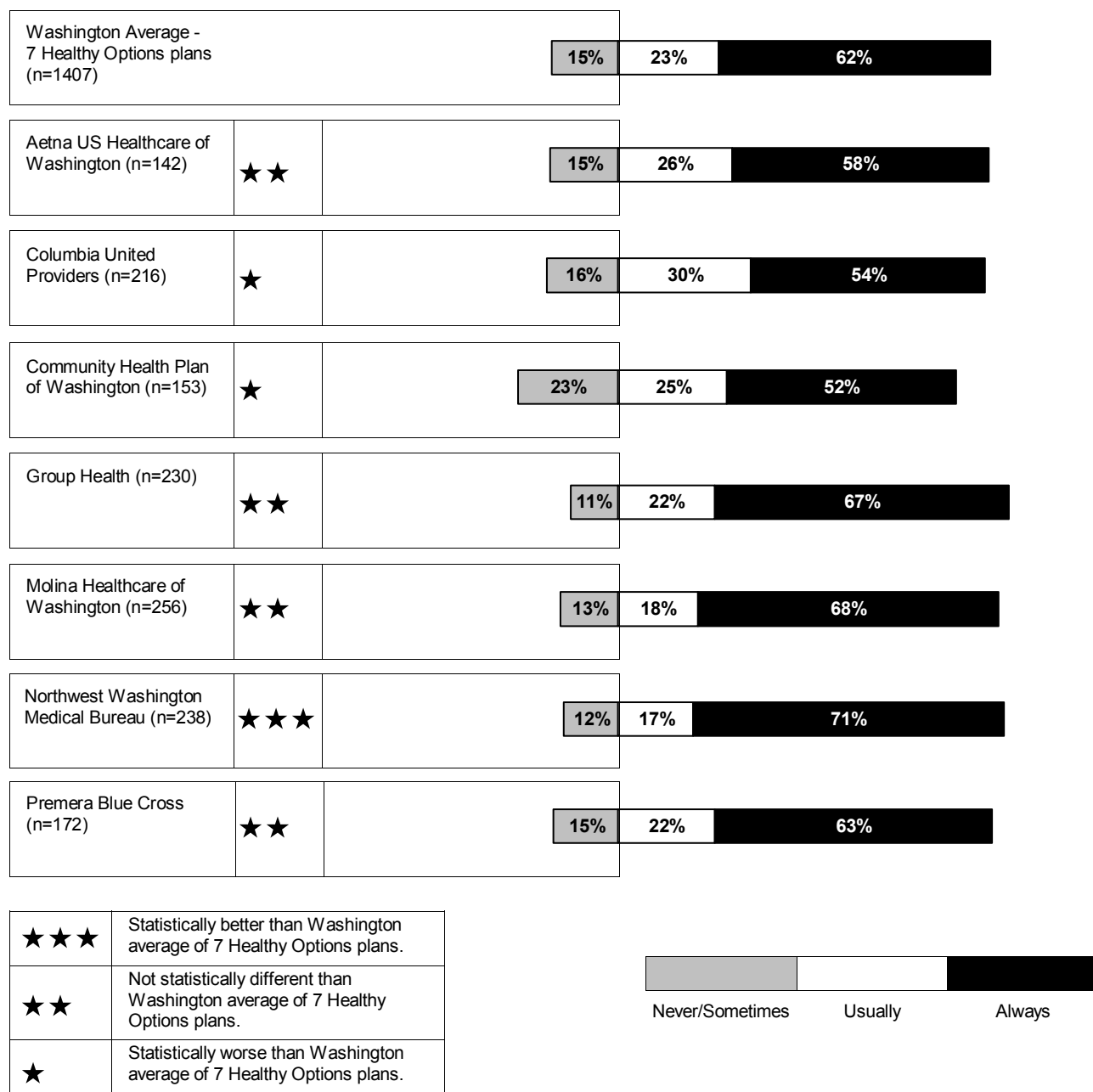
Healthy Options - Children

Core CAHPS Questions

Question 18

Getting Care without Long Waits

Q18. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

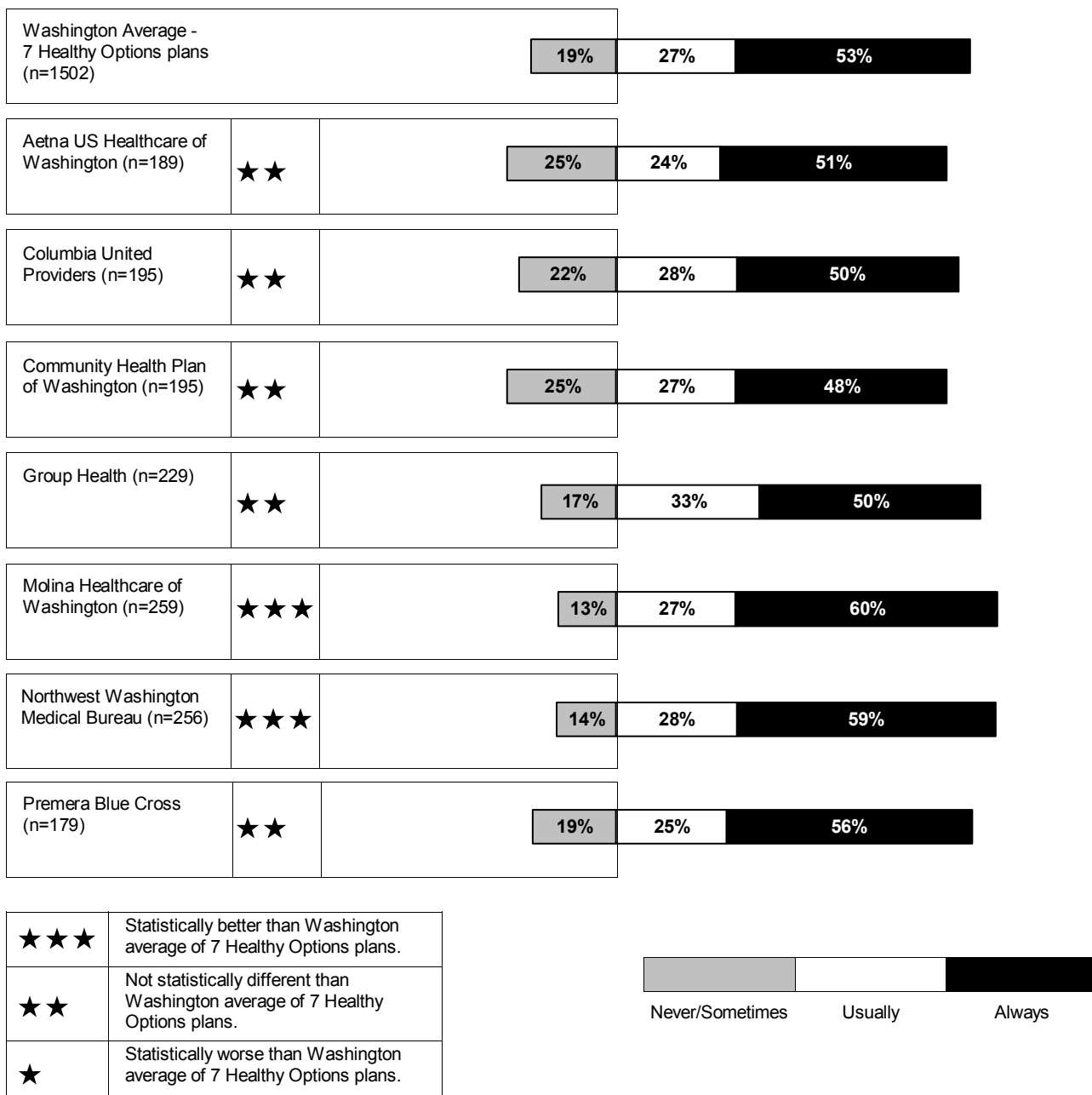
Healthy Options - Children

Core CAHPS Questions

Question 20

Getting Care without Long Waits

Q20. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

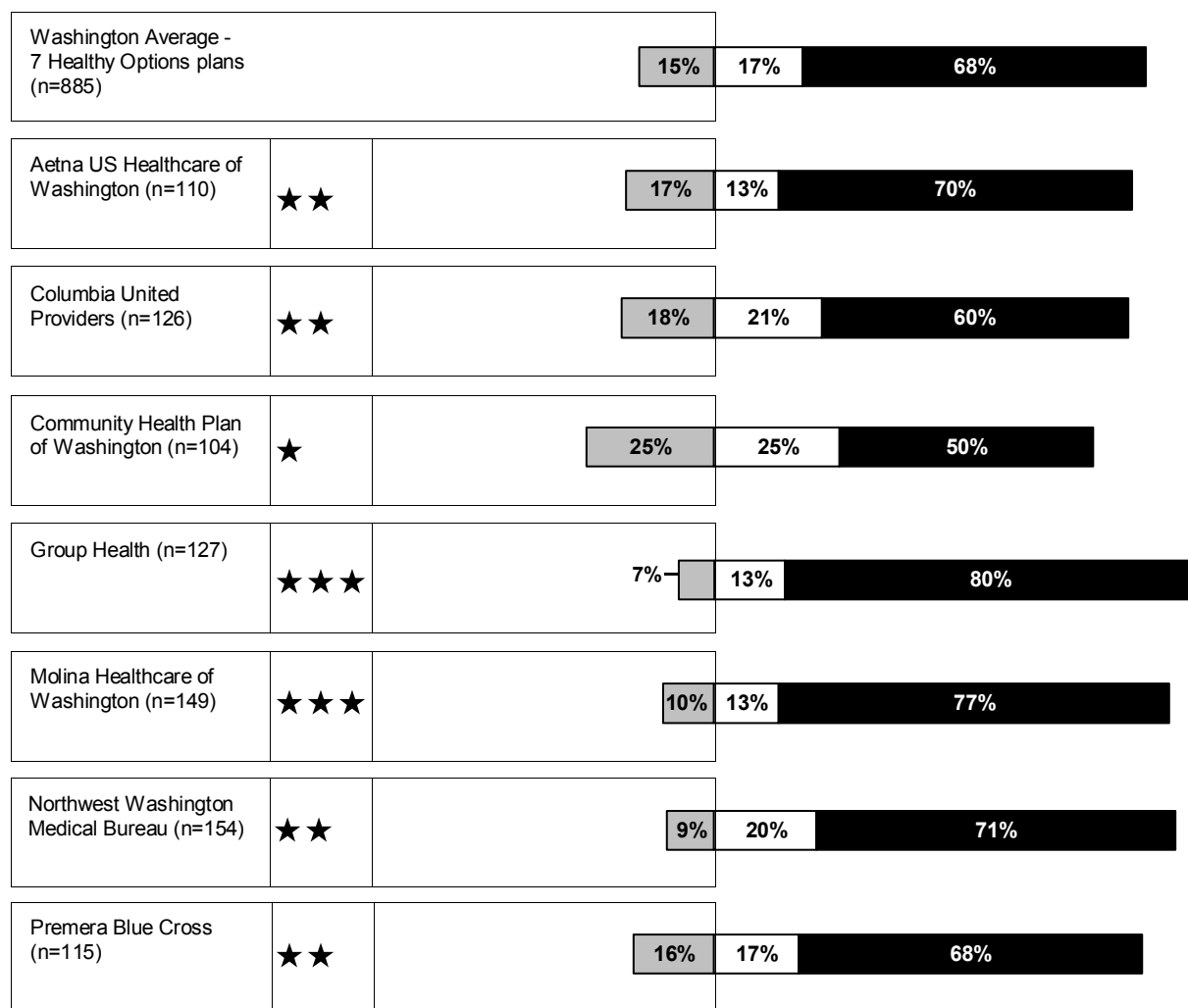
Healthy Options - Children

Core CAHPS Questions

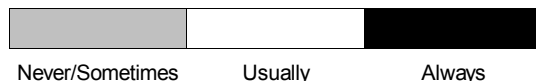
Question 23

Getting Care without Long Waits

Q23. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

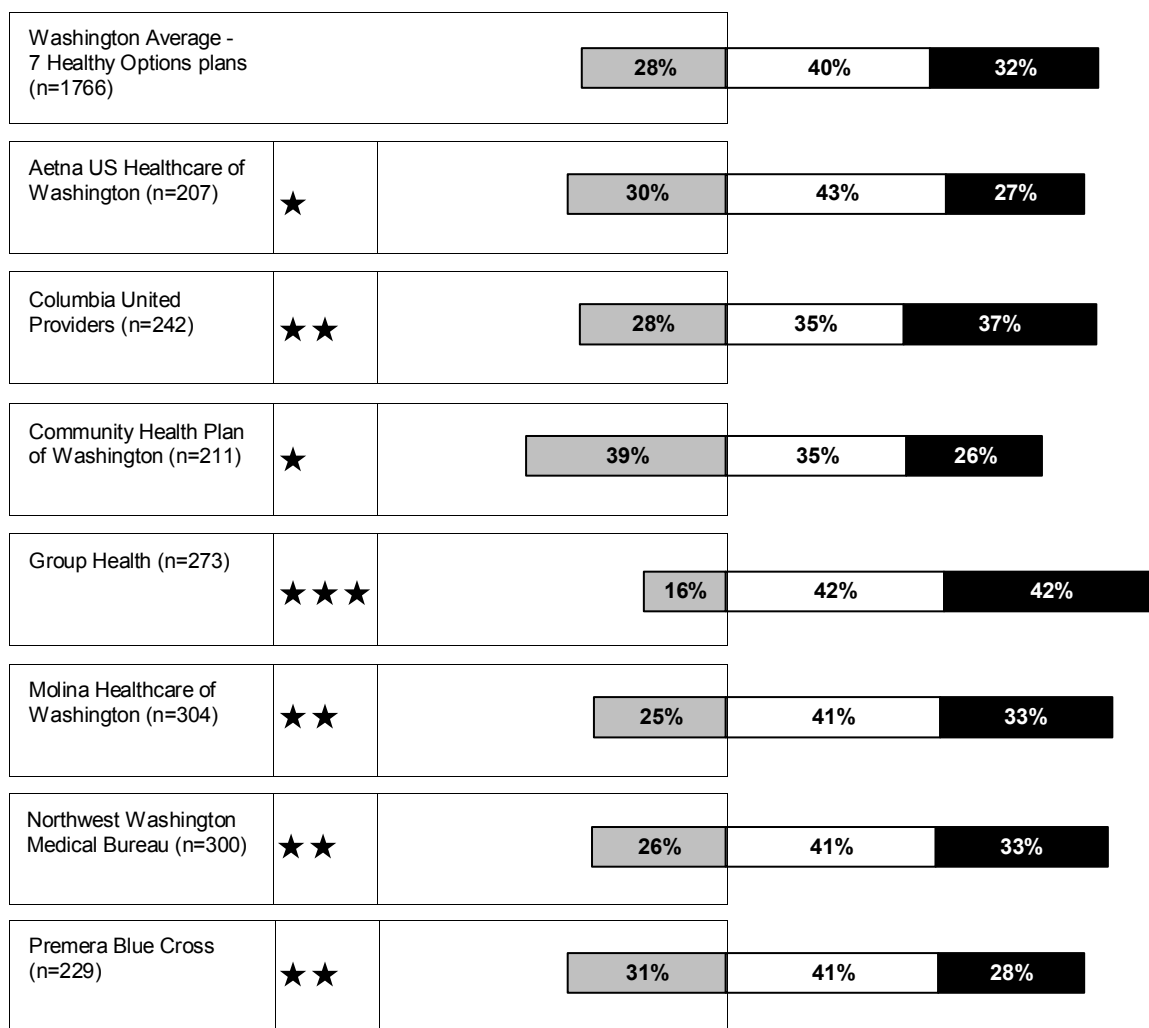
Healthy Options - Children

Core CAHPS Questions

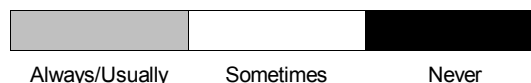
Question 29

Getting Care without Long Waits

Q29. "In the last 6 months, how often did your child wait in the doctor's office more than 15 minutes past your appointment time to see the person your child went to see?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

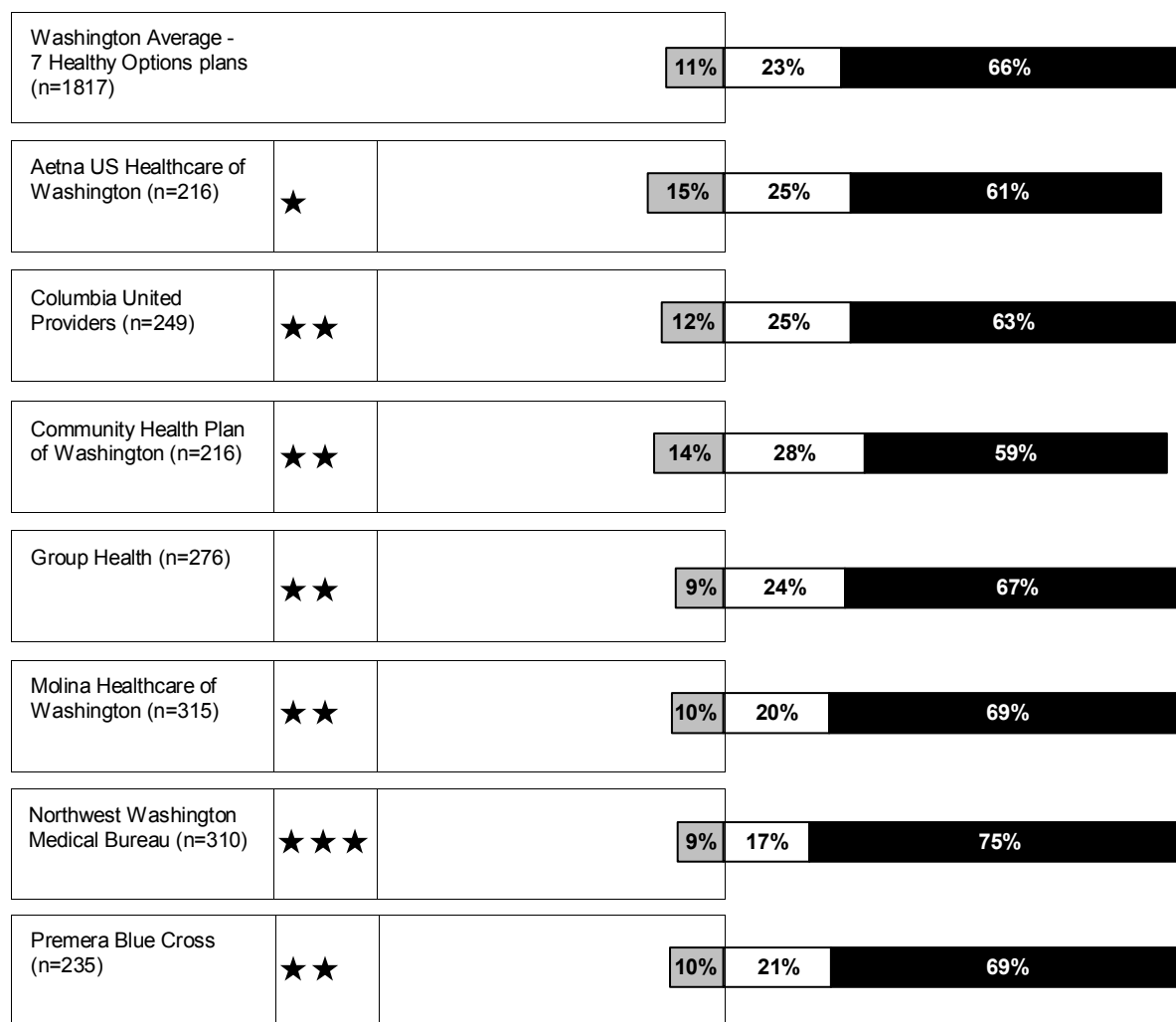
Healthy Options - Children

Core CAHPS Questions

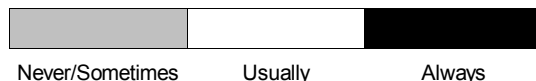
Composite

How Well Doctors Communicate

This chart summarizes the responses to survey questions 32, 33, 34, 35, 37, and 38 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.



★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

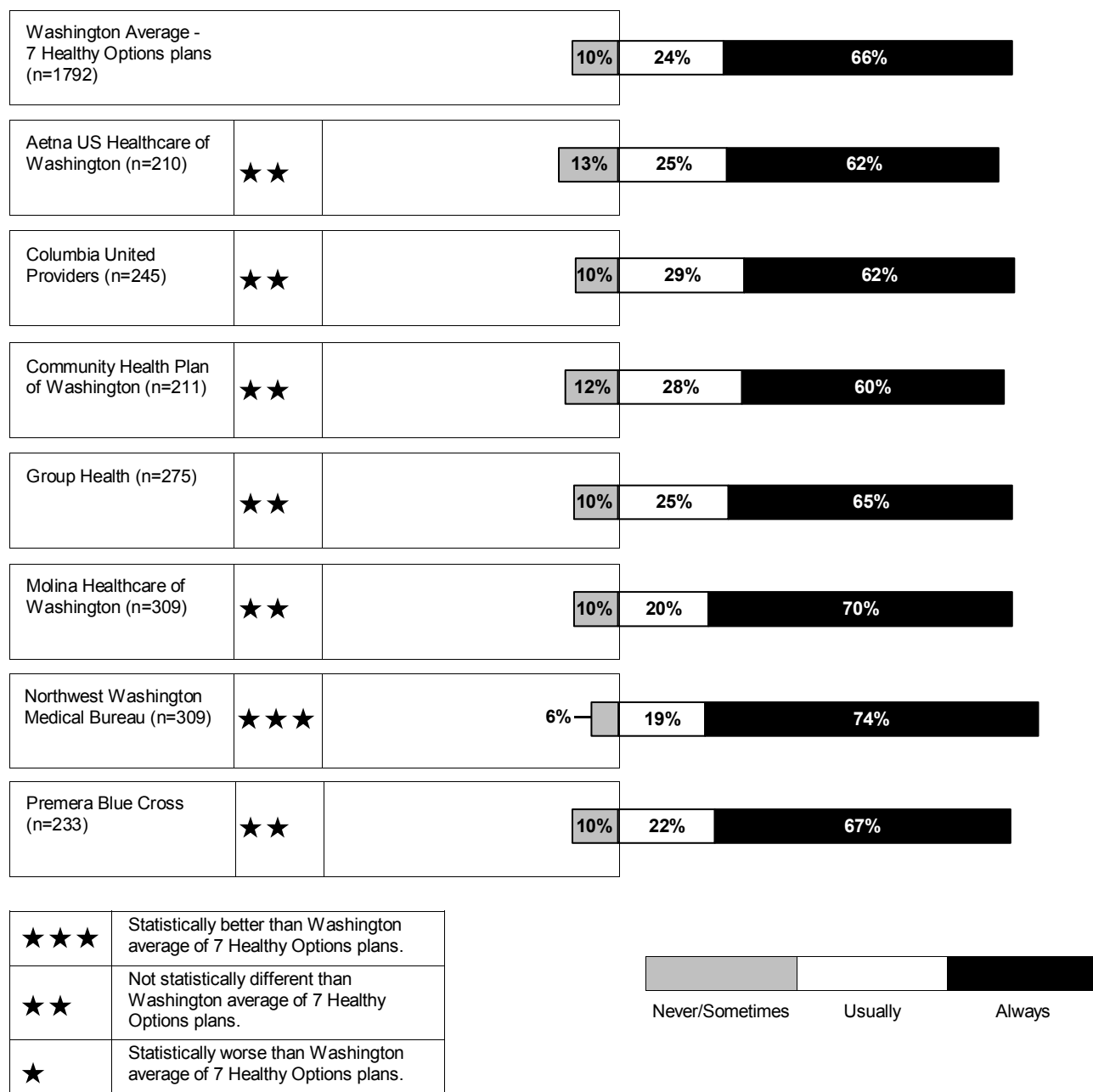
Healthy Options - Children

Core CAHPS Questions

Question 32

How Well Doctors Communicate

Q32. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

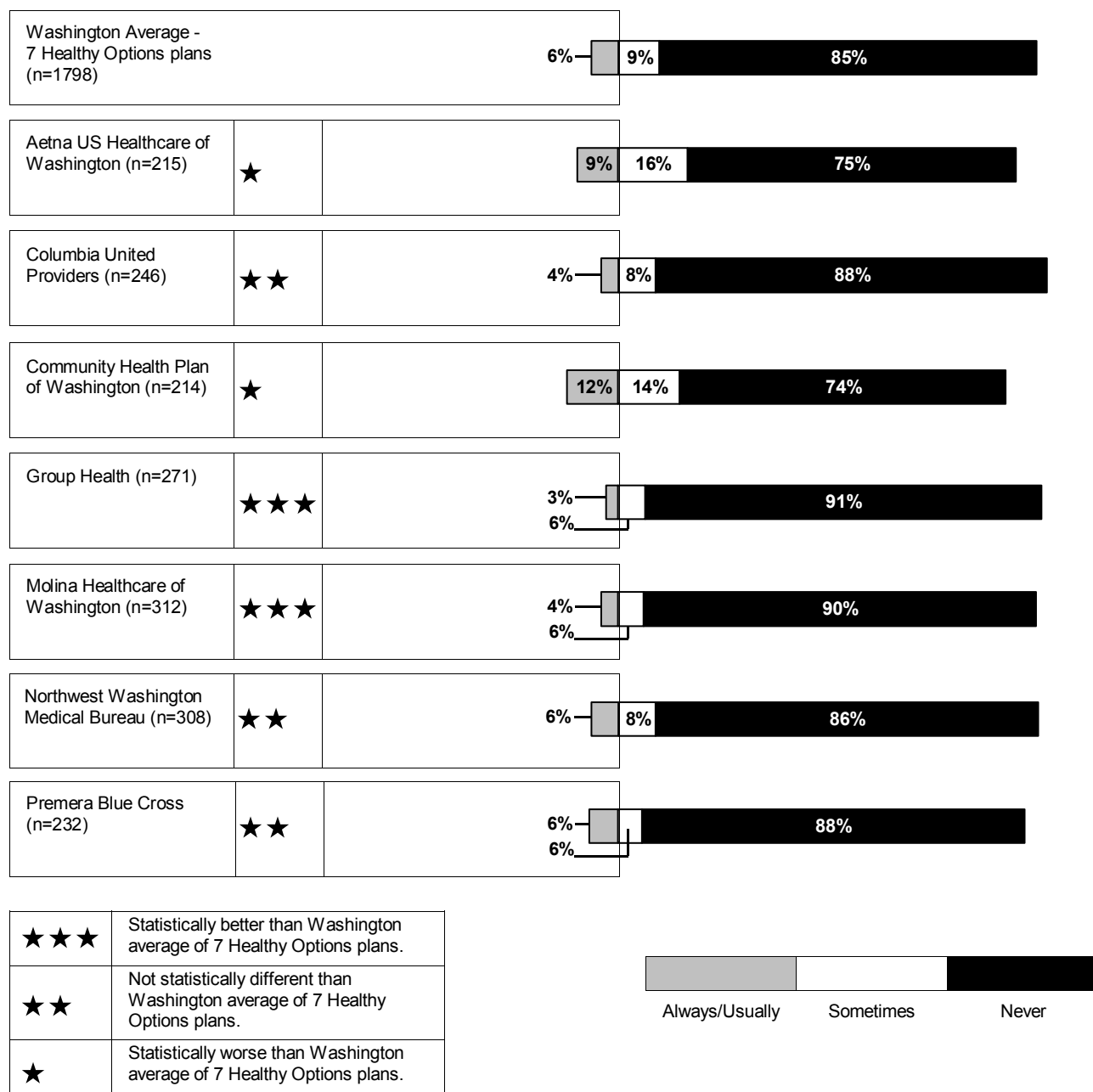
Healthy Options - Children

Core CAHPS Questions

Question 33

How Well Doctors Communicate

Q33. "In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because they spoke different languages?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

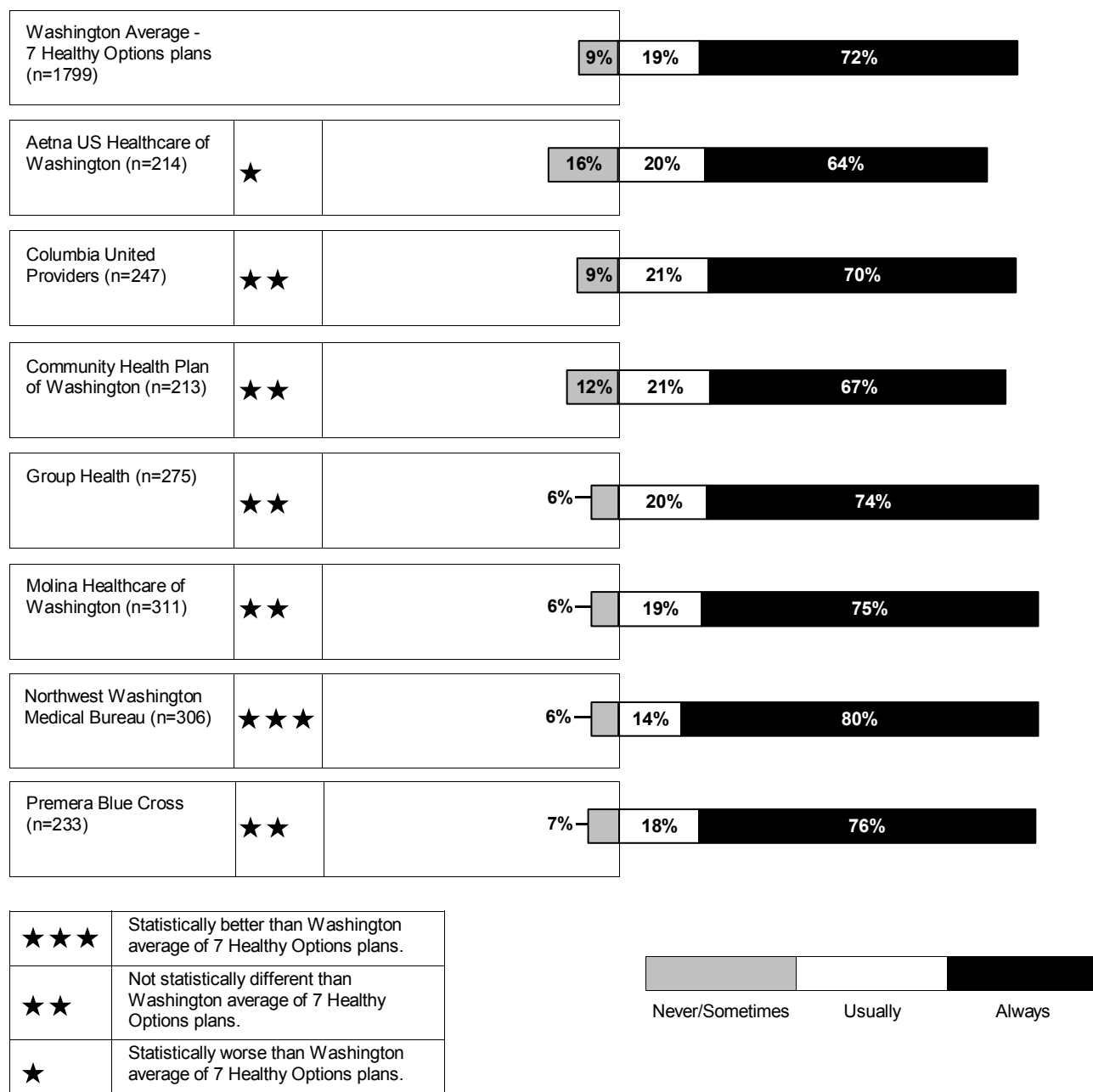
Healthy Options - Children

Core CAHPS Questions

Question 34

How Well Doctors Communicate

Q34. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

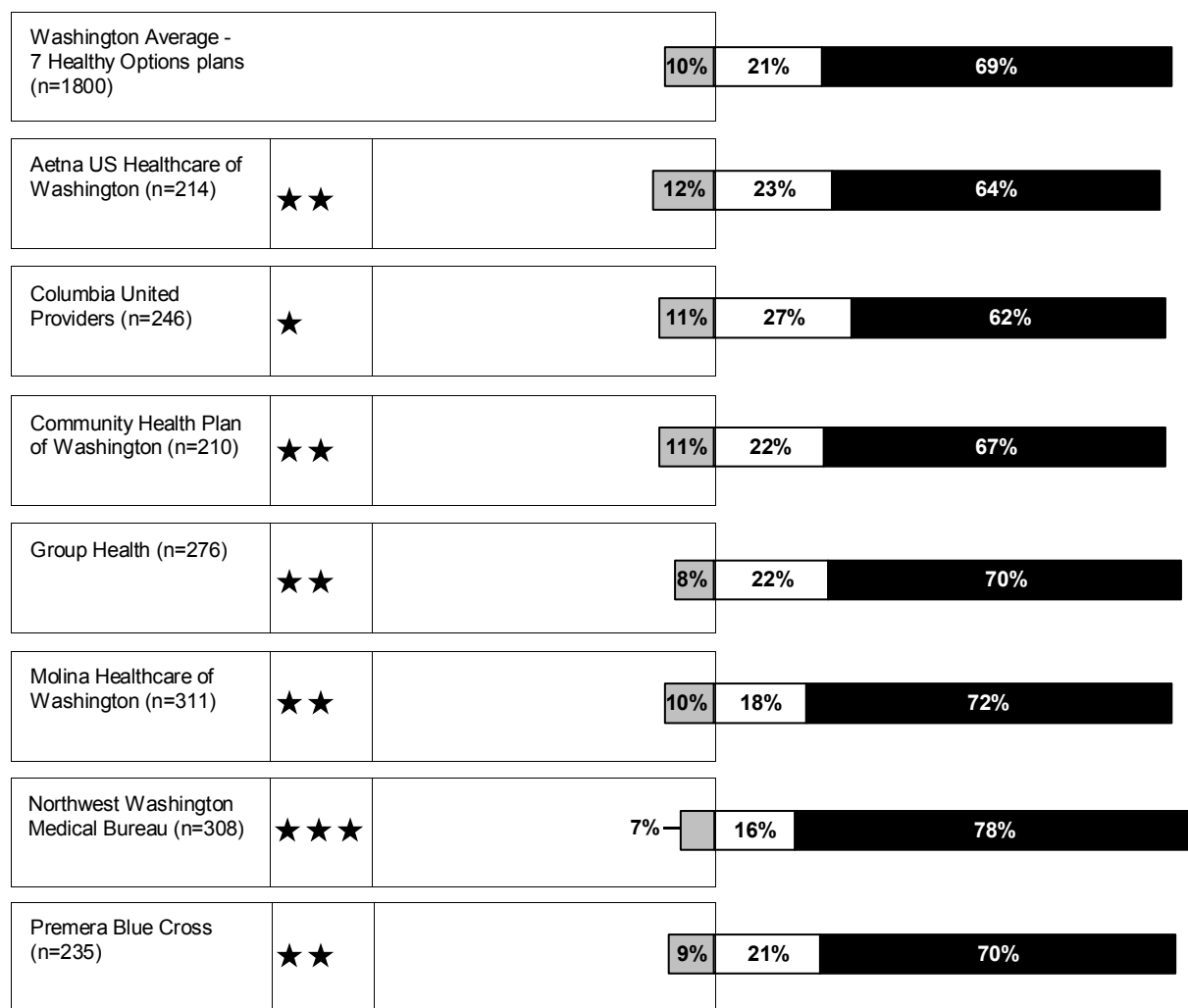
Healthy Options - Children

Core CAHPS Questions

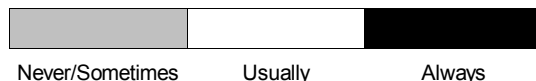
Question 35

How Well Doctors Communicate

Q35. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

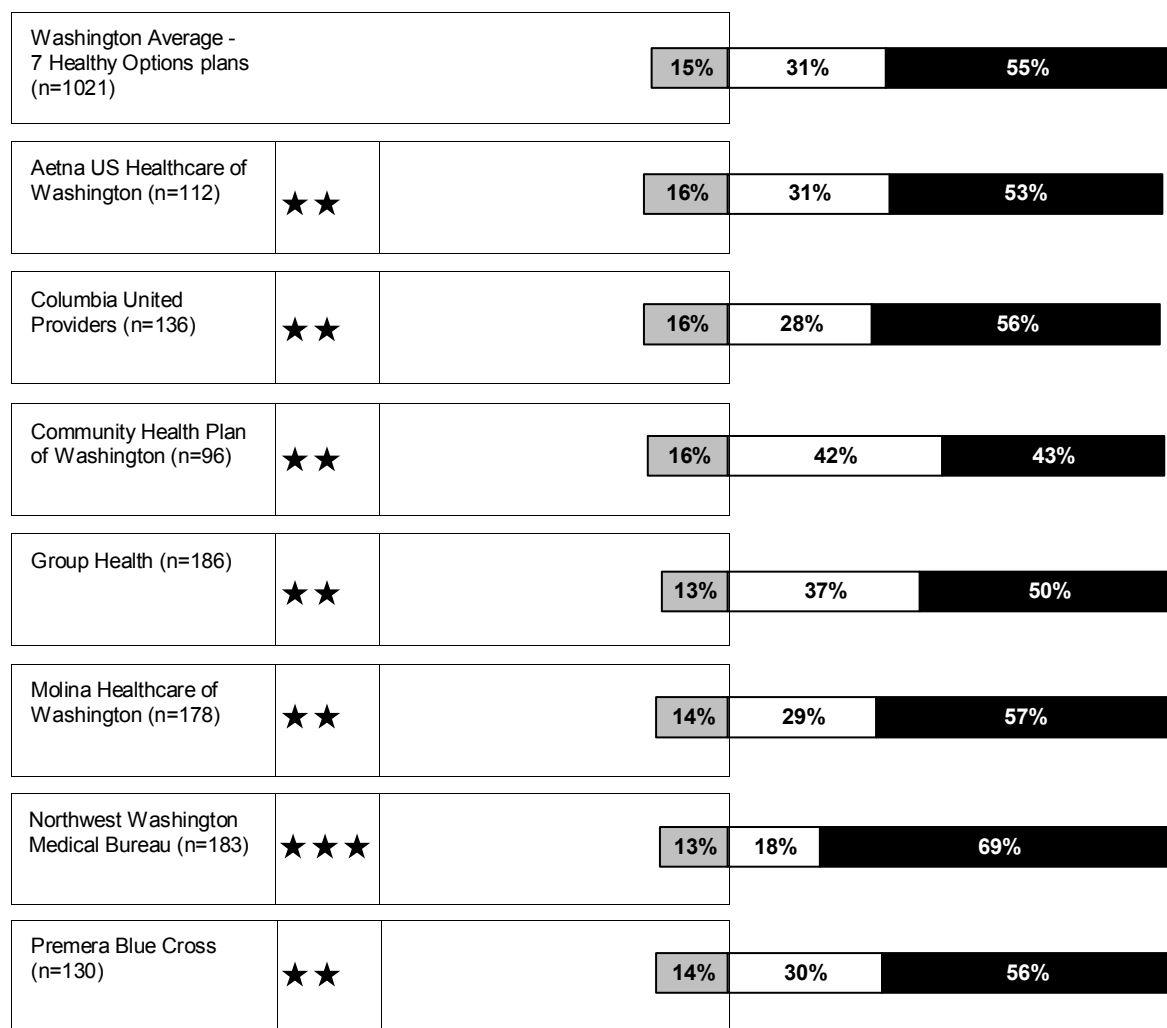
Healthy Options - Children

Core CAHPS Questions

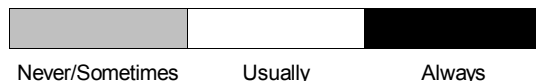
Question 37

How Well Doctors Communicate

Q37. "In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

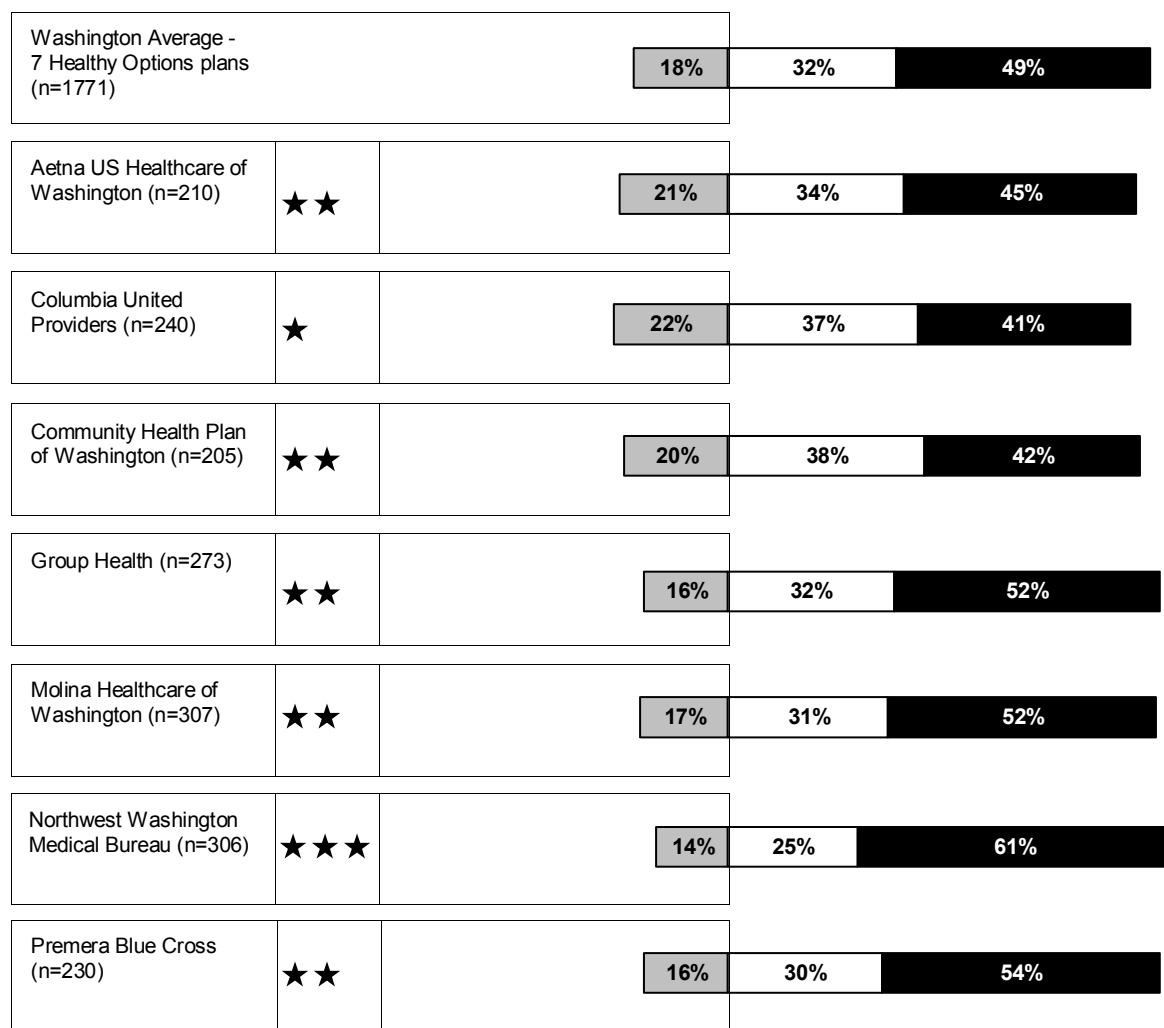
Healthy Options - Children

Core CAHPS Questions

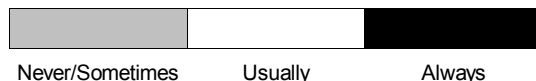
Question 38

How Well Doctors Communicate

Q38. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

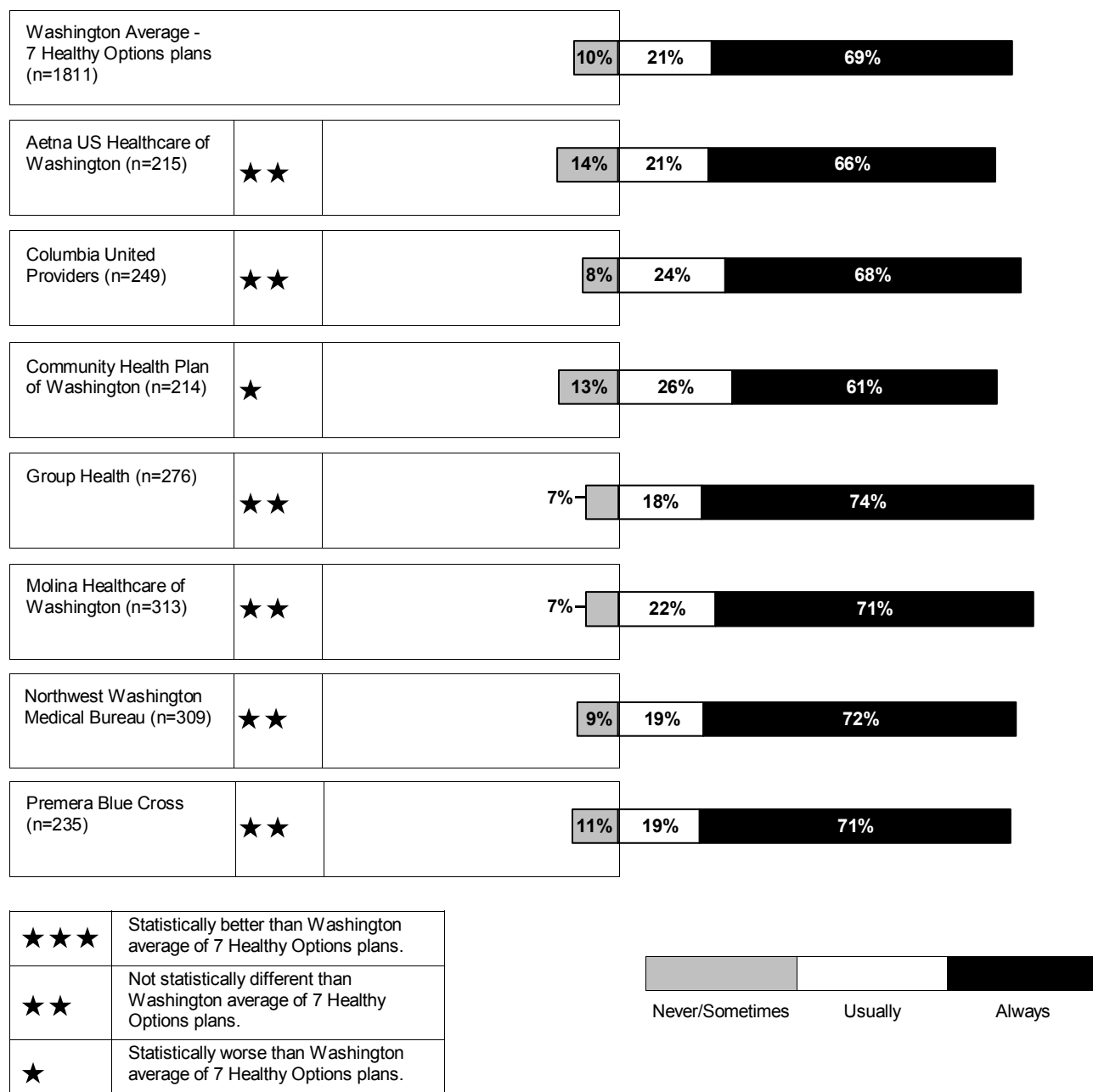
Healthy Options - Children

Core CAHPS Questions

Composite

Courtesy, Respect, and Helpfulness of Staff

This chart summarizes the responses to survey questions 30 and 31 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

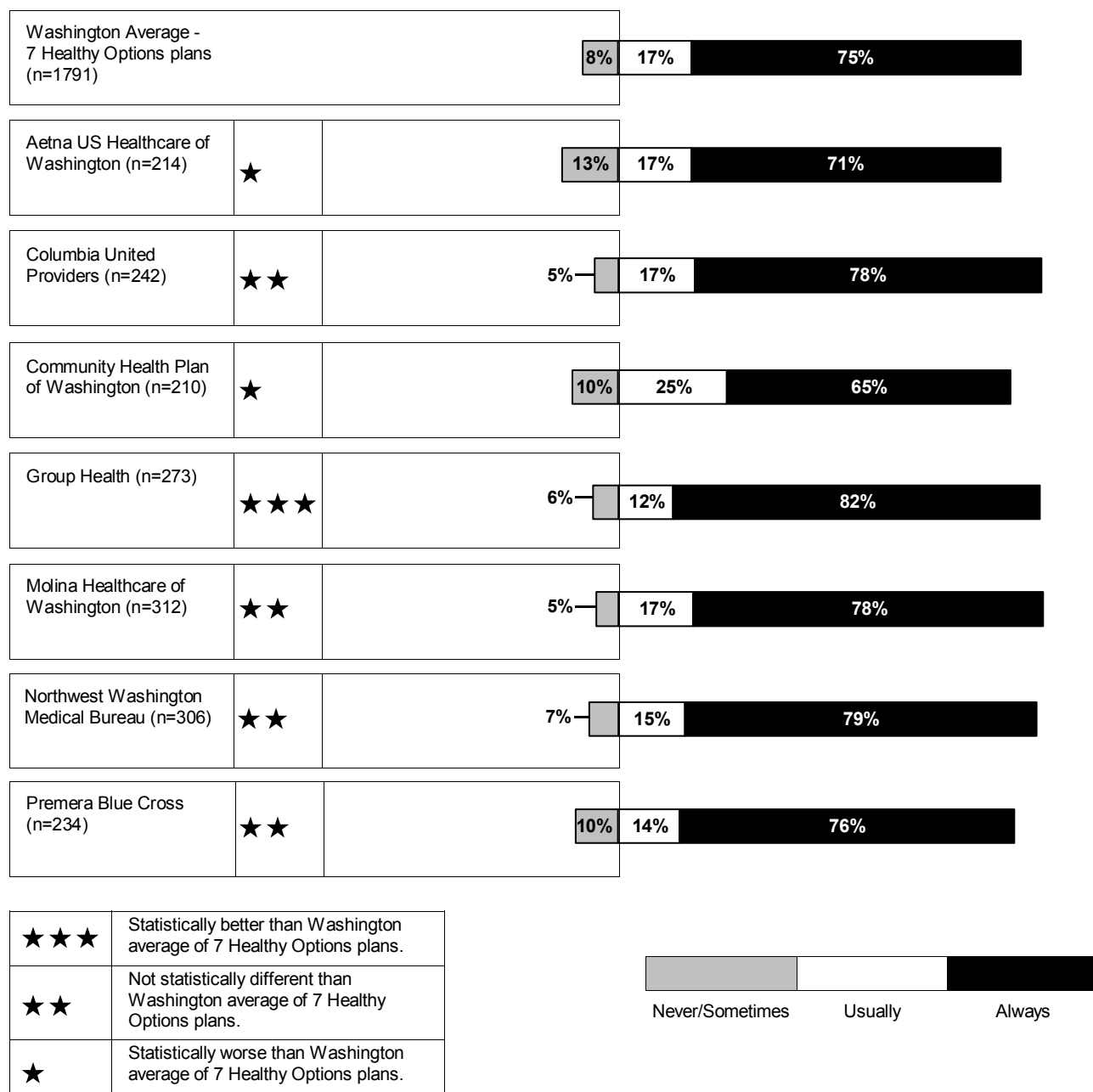
Healthy Options - Children

Core CAHPS Questions

Question 30

Courtesy, Respect, and Helpfulness of Staff

Q30. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

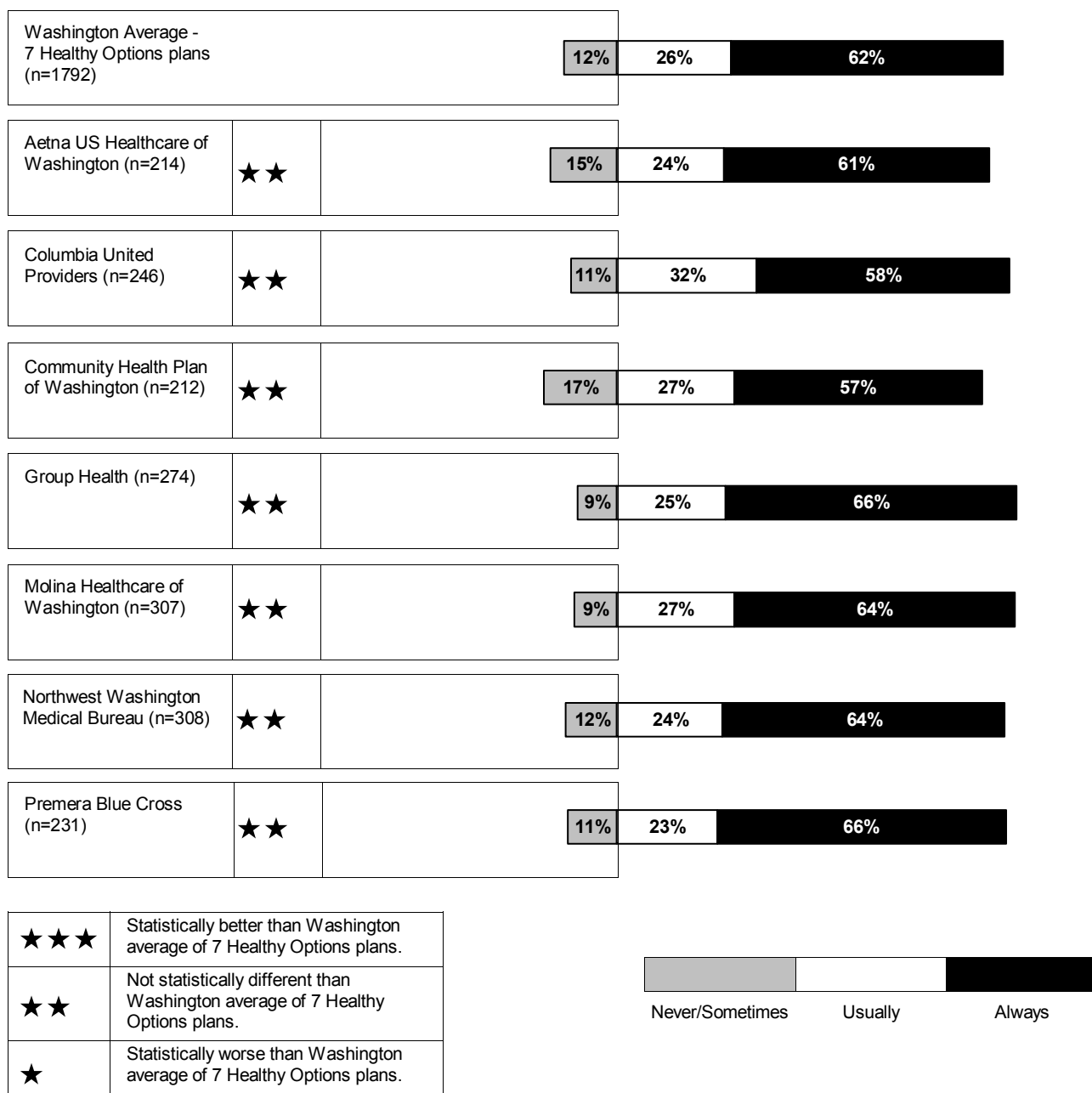
Healthy Options - Children

Core CAHPS Questions

Question 31

Courtesy, Respect, and Helpfulness of Staff

Q31. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

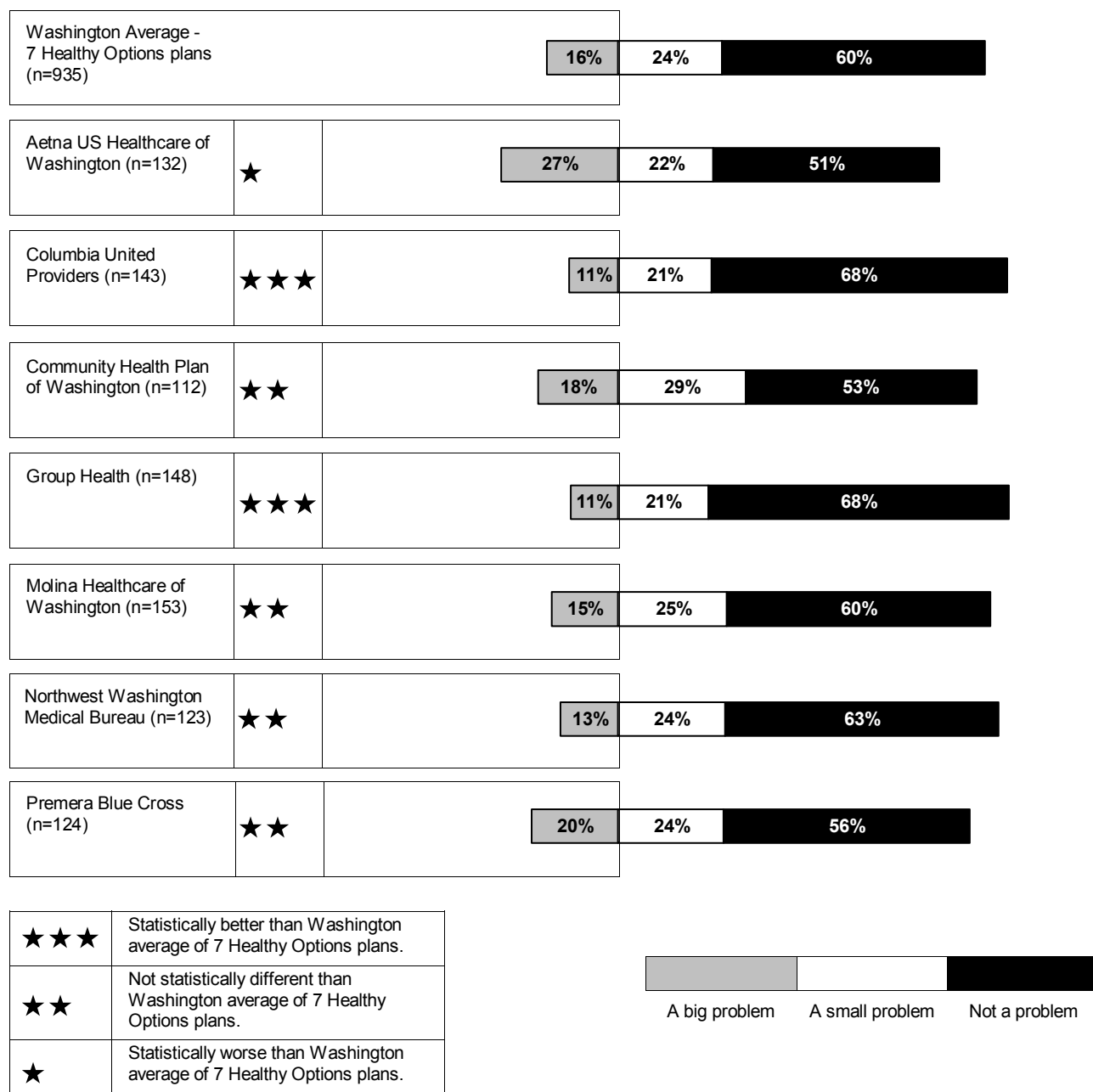
Healthy Options - Children

Core CAHPS Questions

Composite

Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 56, 58, and 63 contained in the composite, "Health Plan Customer Service and Paperwork." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options - Children

Core CAHPS Questions

Question 56

Health Plan Customer Service and Paperwork

Q56. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



Aetna US Healthcare of Washington (n=67)		Scores with fewer than 85 responses are not displayed.
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Columbia United Providers (n=59)		Scores with fewer than 85 responses are not displayed.
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Community Health Plan of Washington (n=58)		Scores with fewer than 85 responses are not displayed.
--	--	--

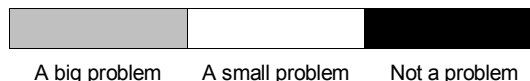
Group Health (n=61)		Scores with fewer than 85 responses are not displayed.
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Molina Healthcare of Washington (n=66)		Scores with fewer than 85 responses are not displayed.
--	--	--

Northwest Washington Medical Bureau (n=50)		Scores with fewer than 85 responses are not displayed.
--	--	--

Premiera Blue Cross (n=66)		Scores with fewer than 85 responses are not displayed.
----------------------------	--	--

★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

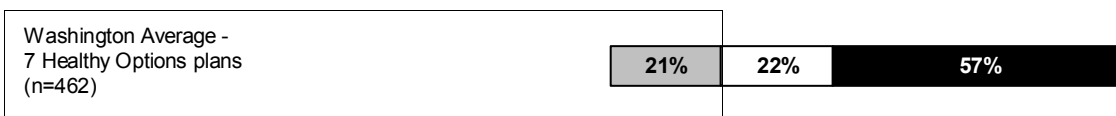
Healthy Options - Children

Core CAHPS Questions

Question 58

Health Plan Customer Service and Paperwork

Q58. "In the last 6 months, how much of a problem, if any, was it to get the help help you needed when you called your child's health plan's customer service?"



Aetna US Healthcare of Washington (n=68)		Scores with fewer than 85 responses are not displayed.
--	--	--

Columbia United Providers (n=79)		Scores with fewer than 85 responses are not displayed.
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Community Health Plan of Washington (n=58)		Scores with fewer than 85 responses are not displayed.
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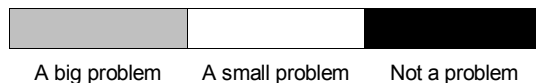
Group Health (n=75)		Scores with fewer than 85 responses are not displayed.
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Molina Healthcare of Washington (n=74)		Scores with fewer than 85 responses are not displayed.
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Northwest Washington Medical Bureau (n=60)		Scores with fewer than 85 responses are not displayed.
--	--	--

Premiera Blue Cross (n=48)		Scores with fewer than 85 responses are not displayed.
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★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options - Children

Core CAHPS Questions

Question 63

Health Plan Customer Service and Paperwork

Q63. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



Aetna US Healthcare of Washington (n=58)		Scores with fewer than 85 responses are not displayed.
--	--	--

Columbia United Providers (n=71)		Scores with fewer than 85 responses are not displayed.
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Community Health Plan of Washington (n=46)		Scores with fewer than 85 responses are not displayed.
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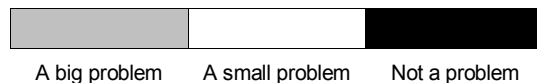
Group Health (n=71)		Scores with fewer than 85 responses are not displayed.
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Molina Healthcare of Washington (n=70)		Scores with fewer than 85 responses are not displayed.
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Northwest Washington Medical Bureau (n=63)		Scores with fewer than 85 responses are not displayed.
--	--	--

Premiera Blue Cross (n=64)		Scores with fewer than 85 responses are not displayed.
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★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

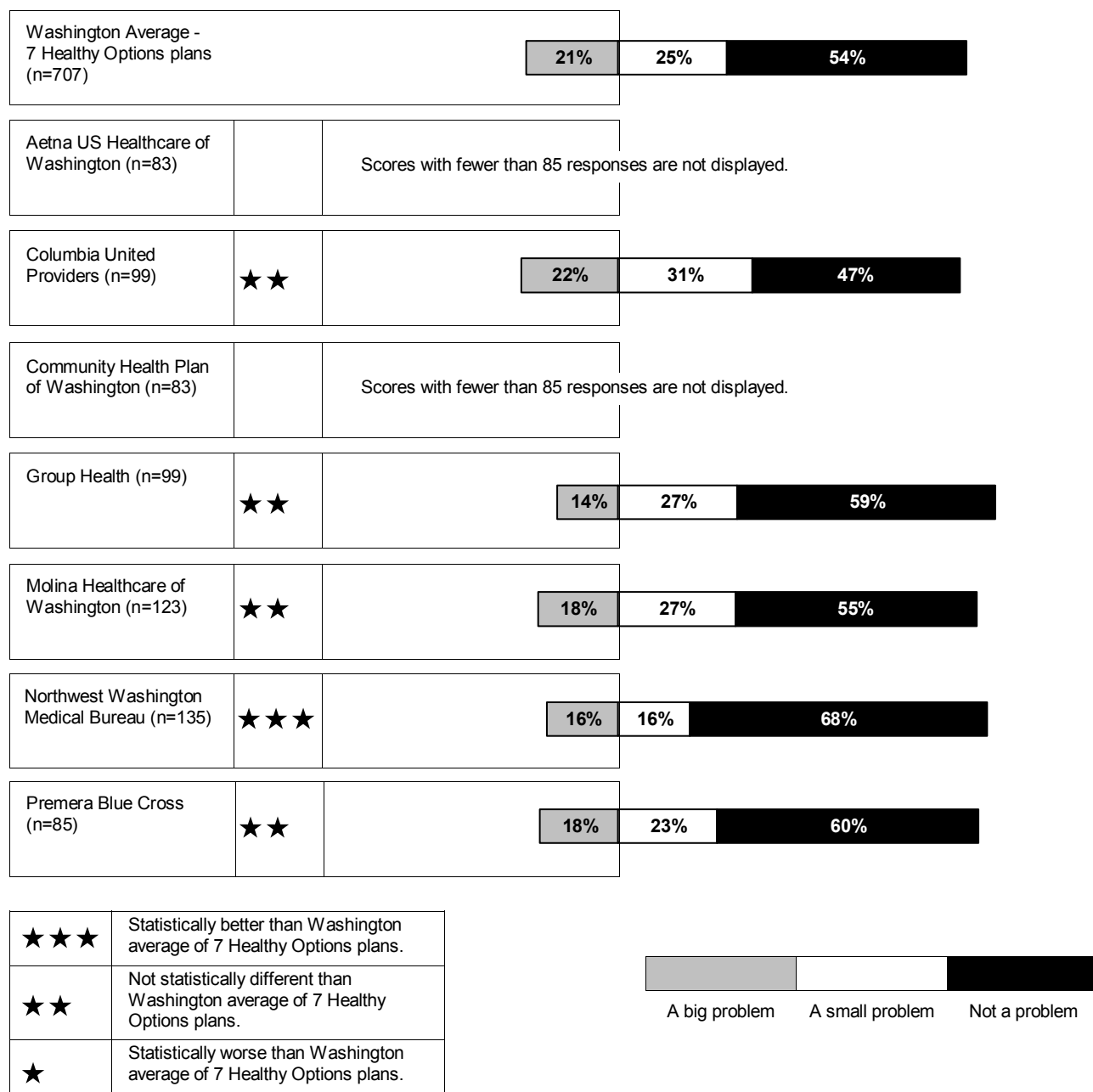
Healthy Options - Children

Core CAHPS Questions

Composite

Family-Centered Care

This chart summarizes the responses to survey questions 40, 41, 42, and 43 contained in the composite, "Family-Centered Care." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

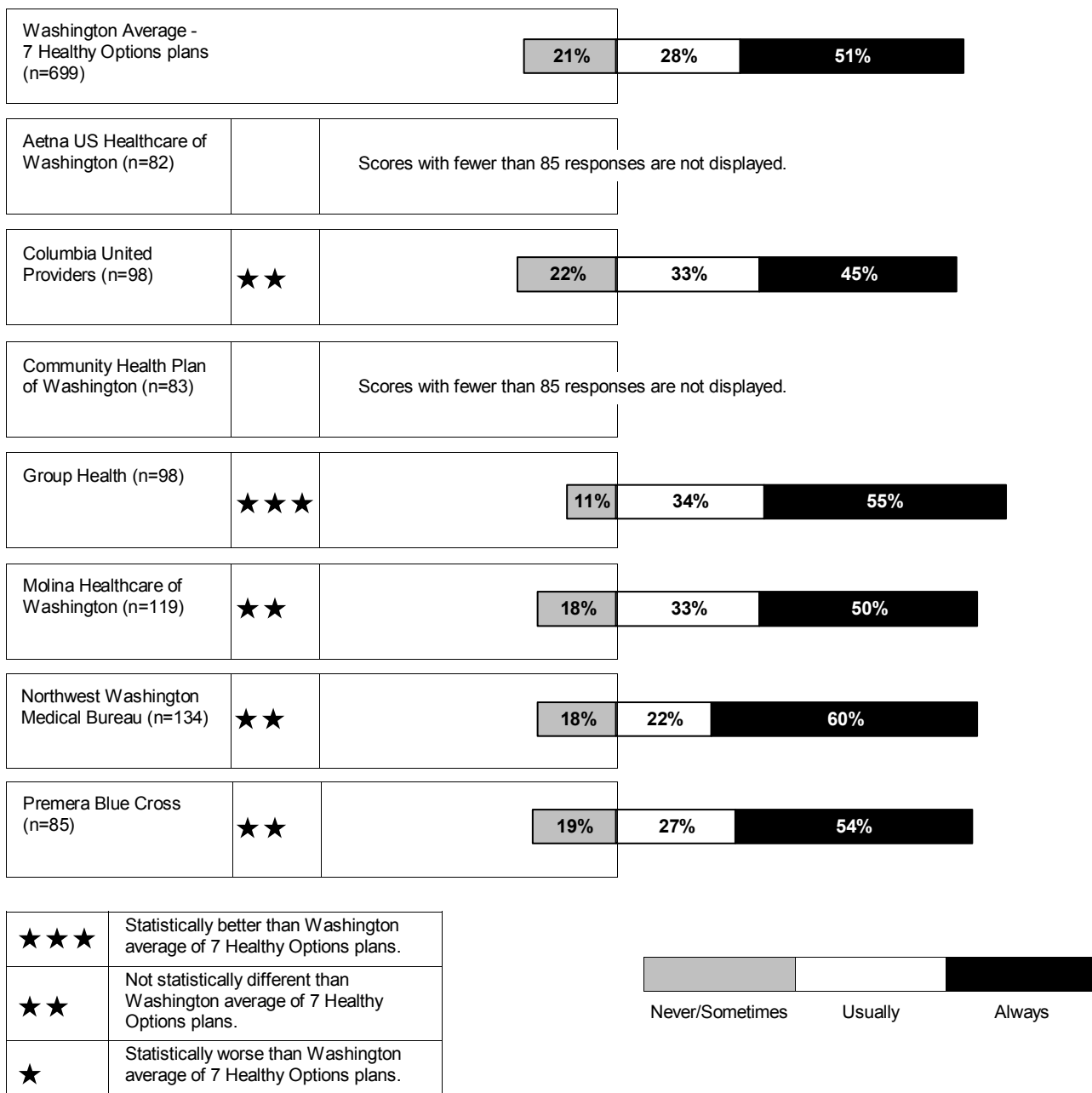
Healthy Options - Children

Core CAHPS Questions

Question 40

Family-Centered Care

Q40. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers offer you choices about your child's health care?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

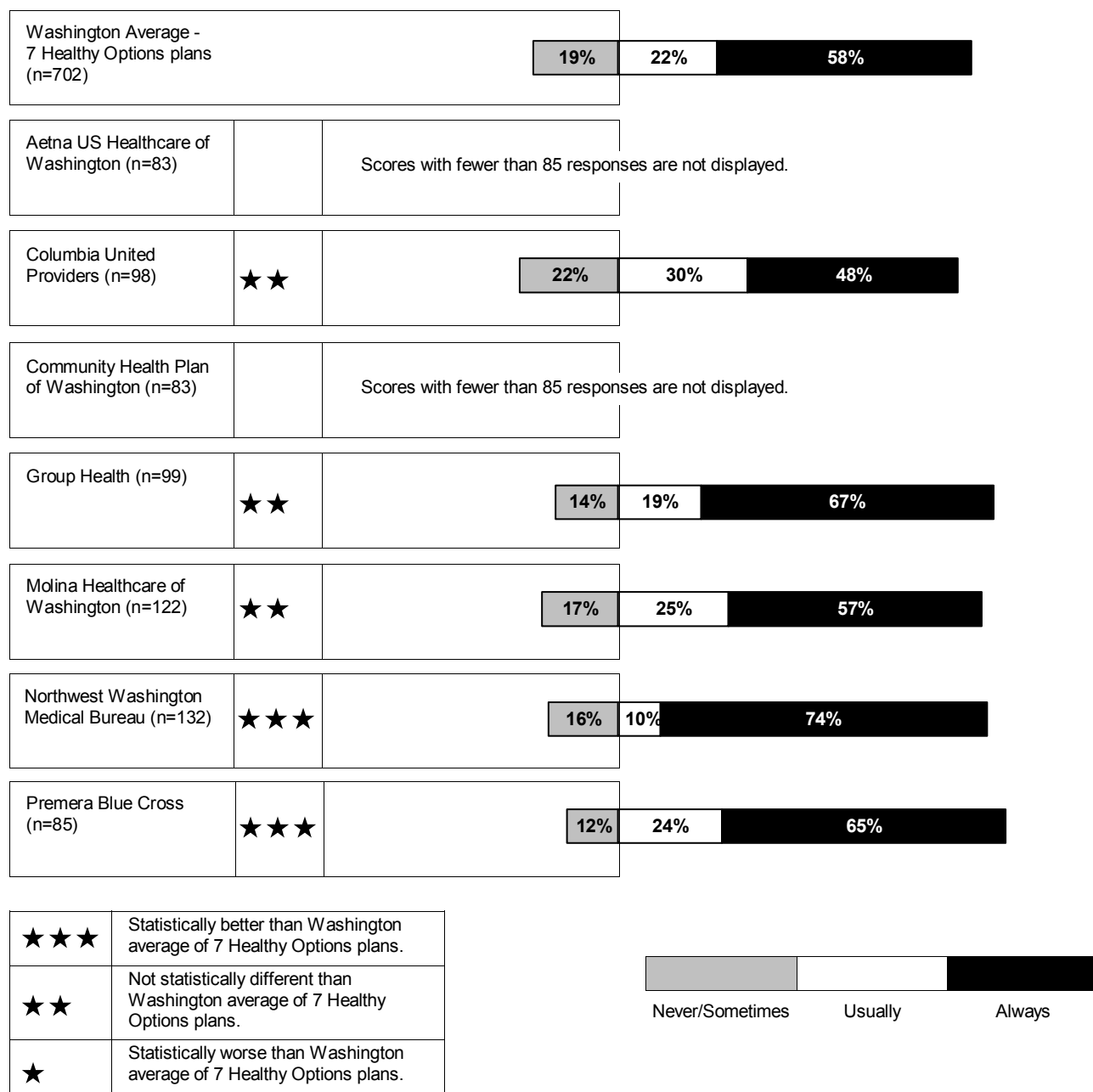
Healthy Options - Children

Core CAHPS Questions

Question 41

Family-Centered Care

Q41. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices for your child's health care?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

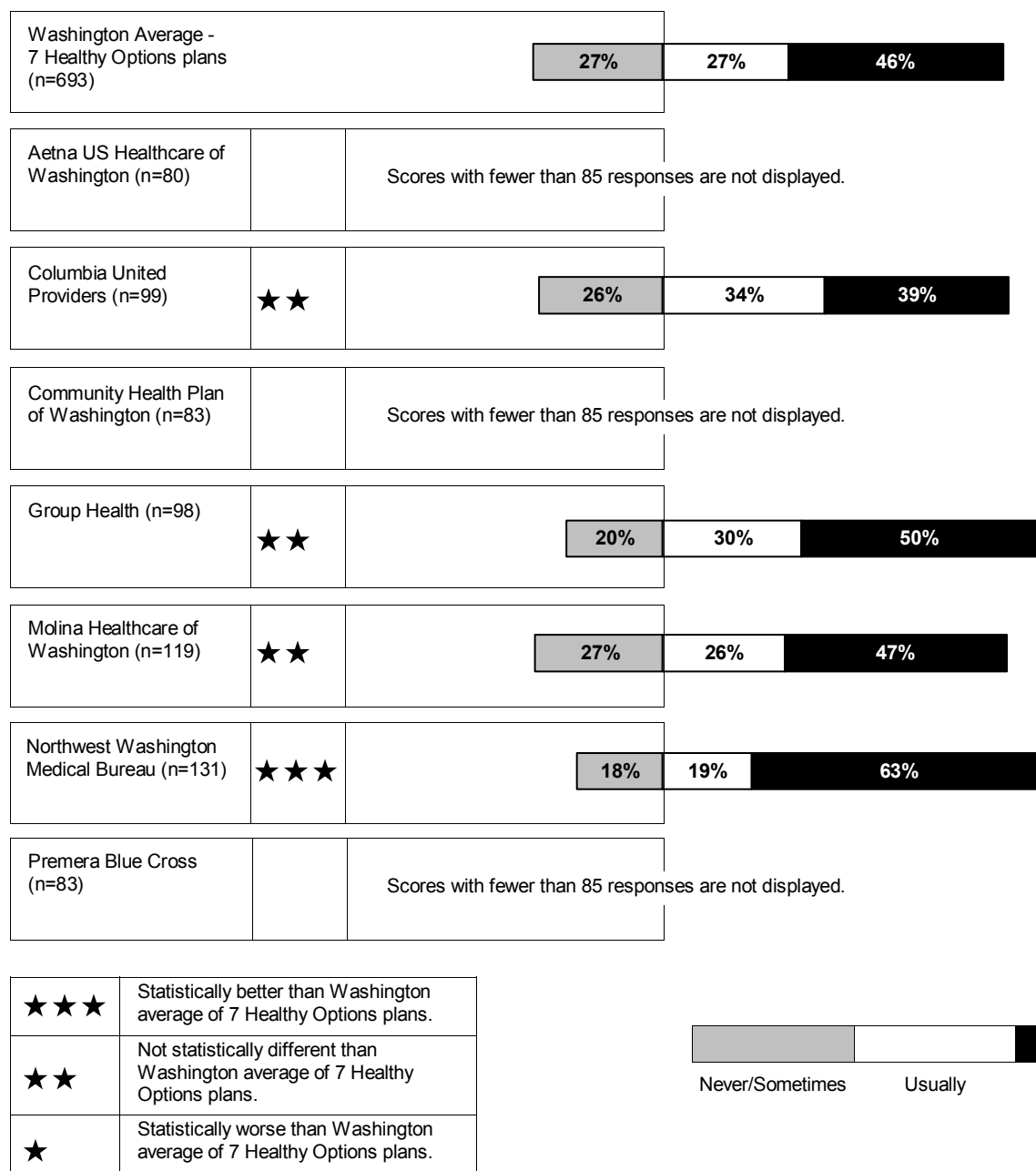
Healthy Options - Children

Core CAHPS Questions

Question 42

Family-Centered Care

Q42. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

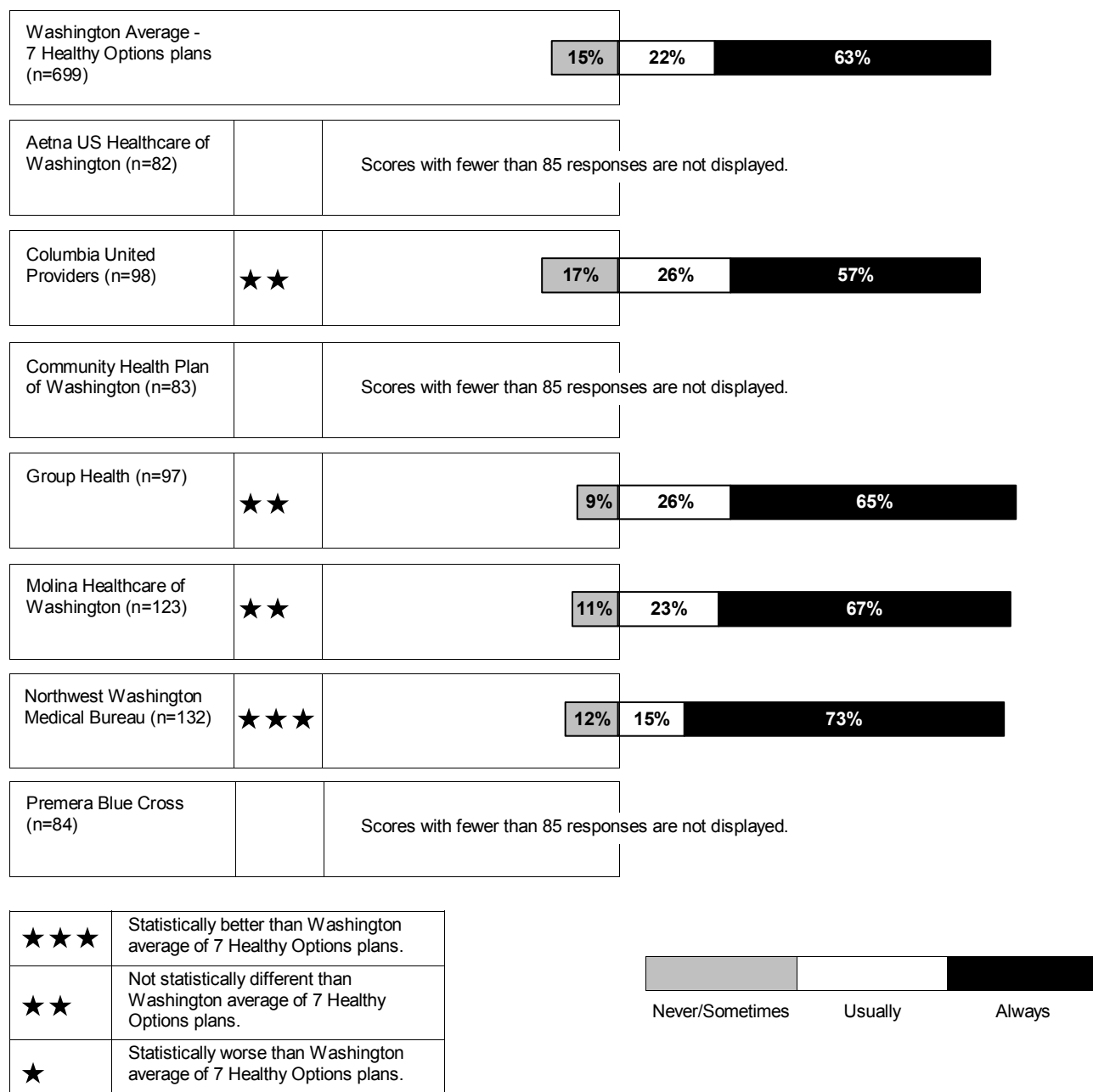
Healthy Options - Children

Core CAHPS Questions

Question 43

Family-Centered Care

Q43. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

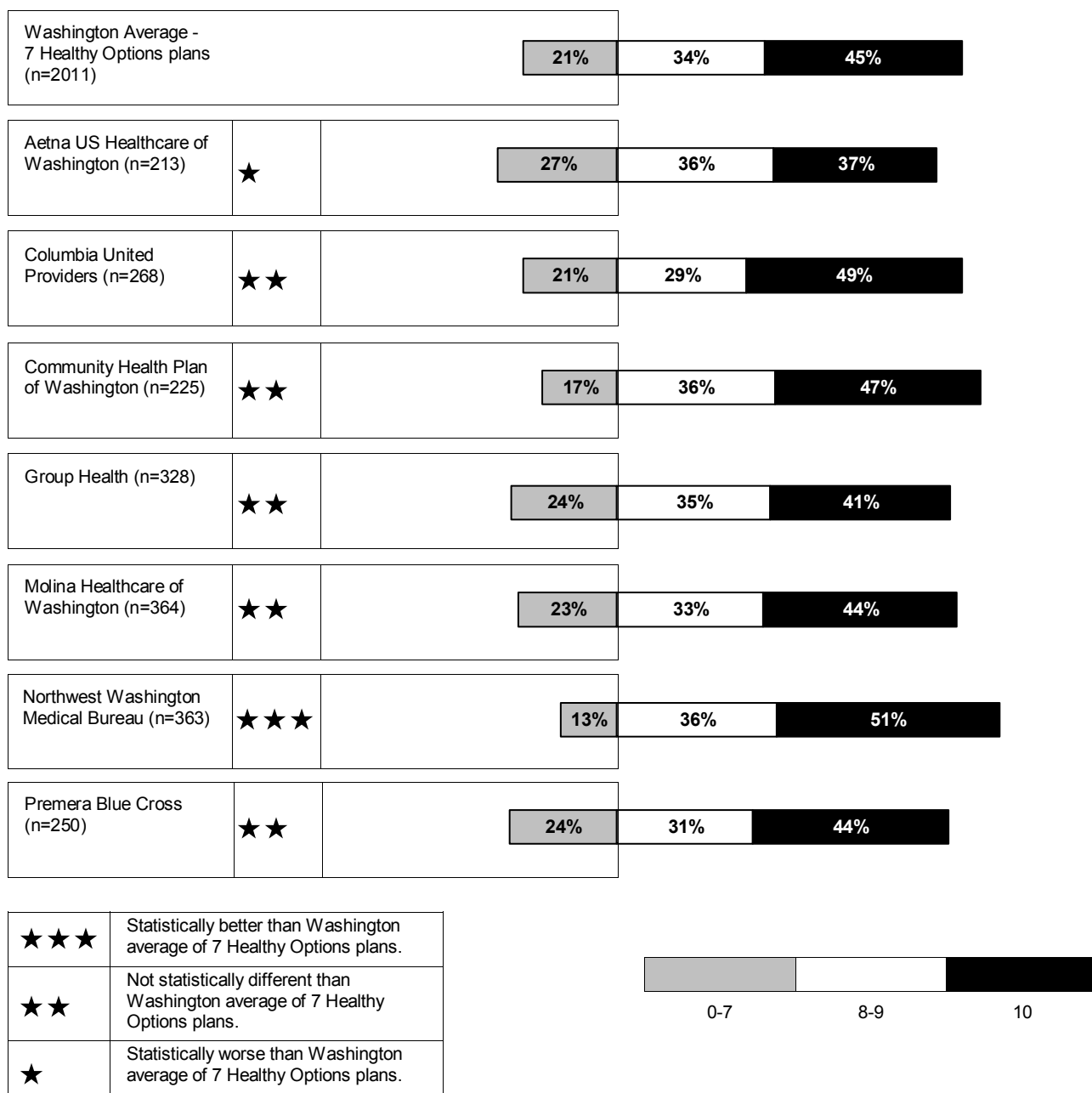
Healthy Options - Children

Core CAHPS Questions

Question 11

Rating Personal Doctors

Q11. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

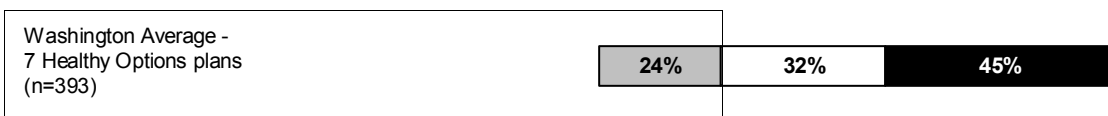
Healthy Options - Children

Core CAHPS Questions

Question 15

Rating Specialists

Q15. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"



Aetna US Healthcare of Washington (n=40)		Scores with fewer than 85 responses are not displayed.
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Columbia United Providers (n=50)		Scores with fewer than 85 responses are not displayed.
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Community Health Plan of Washington (n=42)		Scores with fewer than 85 responses are not displayed.
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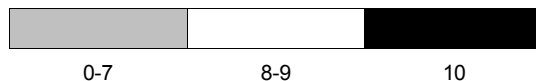
Group Health (n=58)		Scores with fewer than 85 responses are not displayed.
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Molina Healthcare of Washington (n=66)		Scores with fewer than 85 responses are not displayed.
--	--	--

Northwest Washington Medical Bureau (n=76)		Scores with fewer than 85 responses are not displayed.
--	--	--

Premiera Blue Cross (n=61)		Scores with fewer than 85 responses are not displayed.
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★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

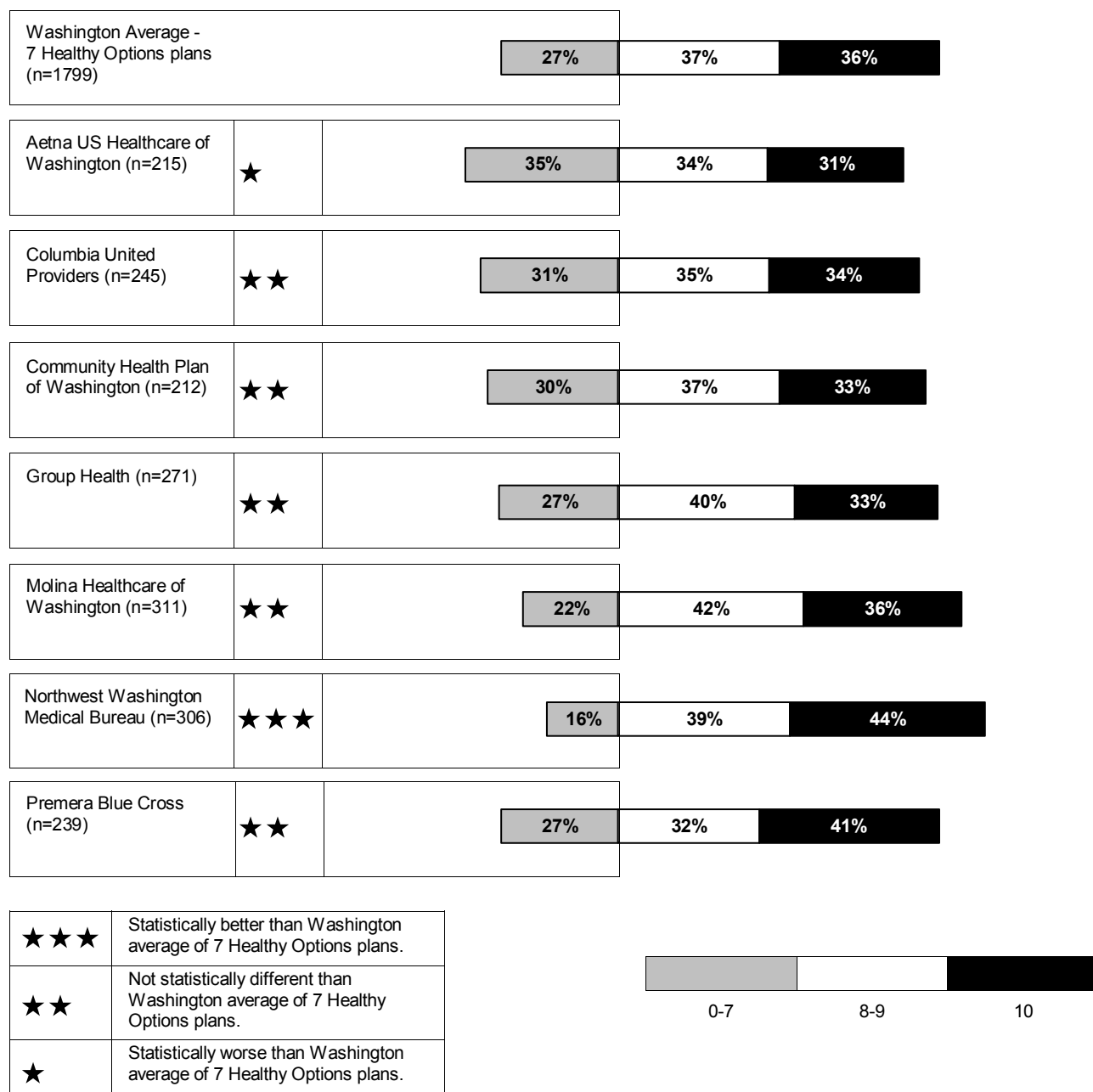
Healthy Options - Children

Core CAHPS Questions

Question 44

Rating of Health Care

Q44. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

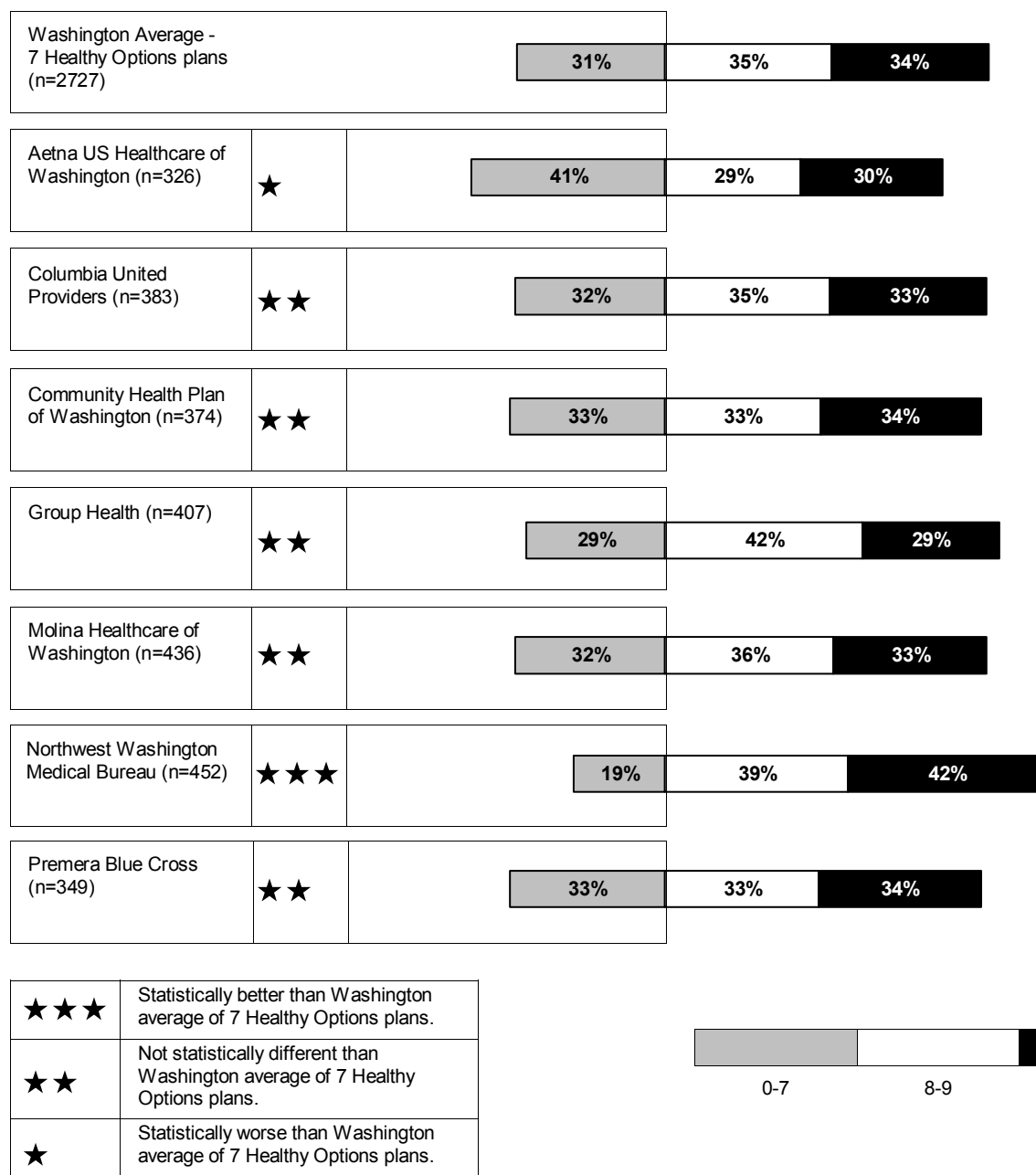
Healthy Options - Children

Core CAHPS Questions

Question 64

Rating Health Plan

Q64. "Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your child's health plan now?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

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Children's Health Insurance Program (CHIP)

CHIP



Washington State
Department of Social
& Health Services

Children's Health Insurance Program

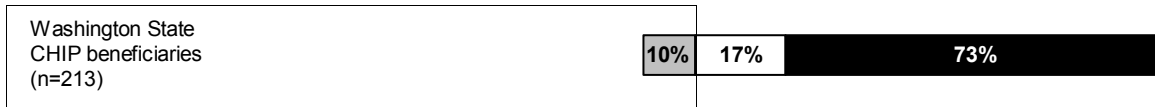
Core CAHPS Questions

Composite and Questions

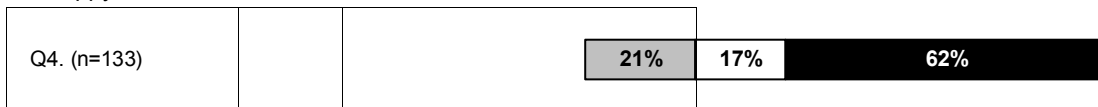
Getting Care That Is Needed

This chart summarizes the responses to survey questions 4, 10, 24, and 25 contained in the composite, "Getting Care That Is Needed." Individual question-level responses are also below.

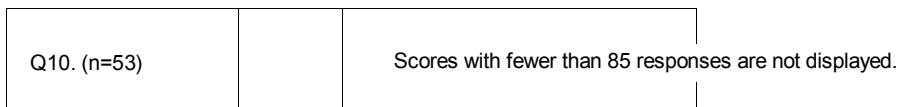
Composite



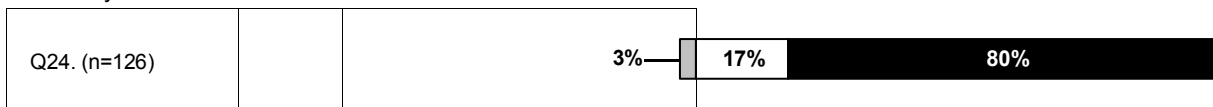
Q4. "With the choices CHIP gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



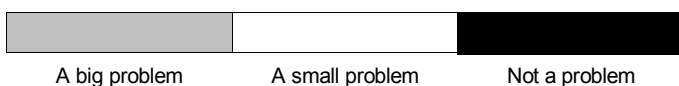
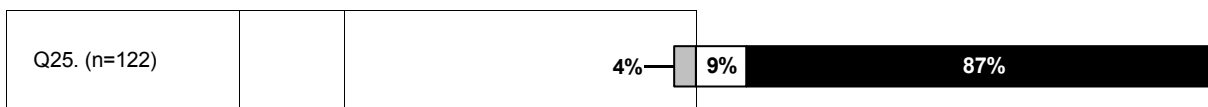
Q10. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



Q24. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



Q25. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from CHIP?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Children's Health Insurance Program

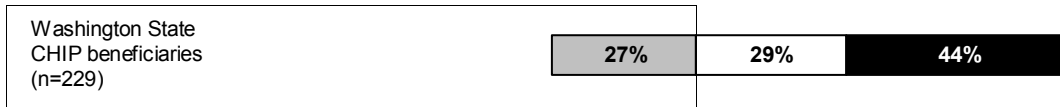
Core CAHPS Questions

Composite and Questions

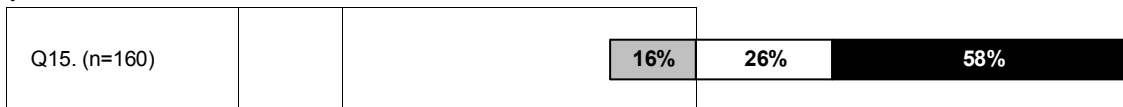
Getting Care without Long Waits

This chart summarizes the responses to survey questions 15, 17, 20, and 26 contained in the composite, "Getting Care without Long Waits." Individual question-level responses are also below.

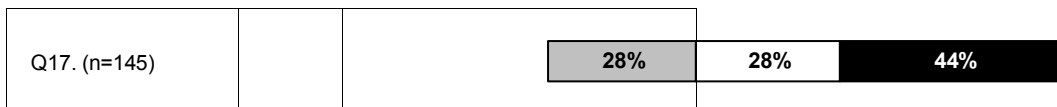
Composite



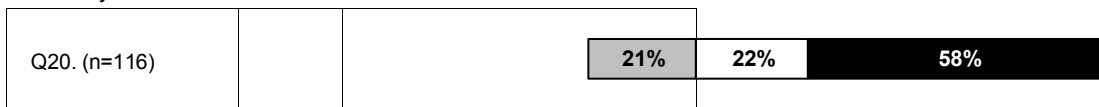
Q15. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



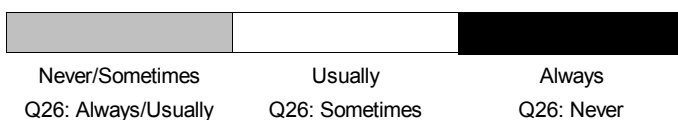
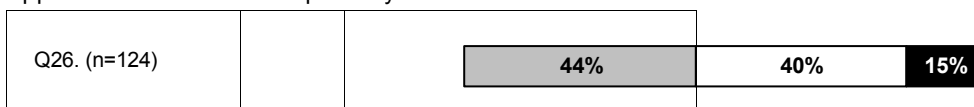
Q17. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



Q20. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



Q26. "In the last 6 months, how often did your child wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person your child went to see?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Children's Health Insurance Program

Core CAHPS Questions

Composite and Questions

How Well Doctors Communicate

This chart summarizes the responses to survey questions 29, 30, 31, 32, 34, and 35 contained in the composite, "How Well Doctors Communicate." Individual question-level responses are also below.

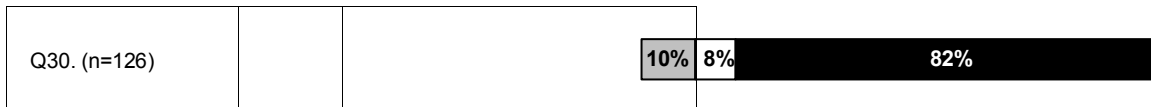
Composite



Q29. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



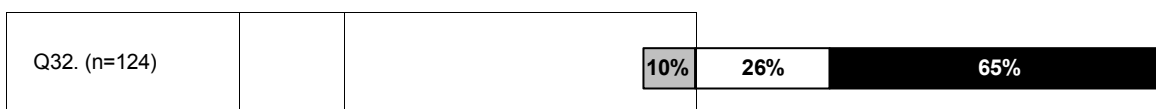
Q30. "In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because they spoke different languages?"



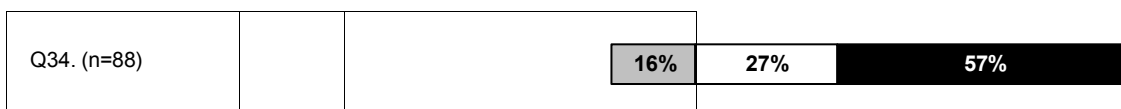
Q31. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



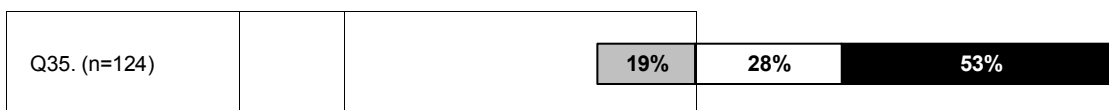
Q32. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



Q34. "In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?"



Q35. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



Never/Sometimes Usually Always
Q30: Always/Usually Q30: Sometimes Q30: Never

NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Children's Health Insurance Program

Core CAHPS Questions

Composite and Questions

Courtesy, Respect, and Helpfulness of Staff

This chart summarizes the responses to survey questions 27 and 28 contained in the composite, "Courtesy, Respect, and Helpfulness of Staff." Individual question-level responses are also below.

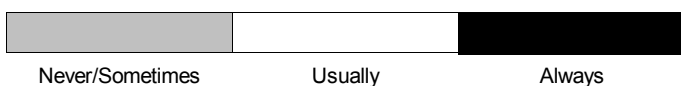
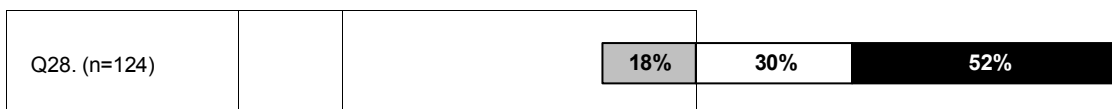
Composite



Q27. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



Q28. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Children's Health Insurance Program

Core CAHPS Questions

Composite and Question 55

Health Plan Customer Service and Paperwork

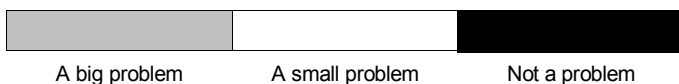
This chart summarizes the responses to survey question 55 contained in the composite, "Health Plan Customer Service and Paperwork." Individual question-level responses are also below.

Composite

Washington State CHIP beneficiaries (n=77)	Scores with fewer than 85 responses are not displayed.
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Q55. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called Medical Assistance customer service?"

Q55. (n=77)		Scores with fewer than 85 responses are not displayed.
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NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Children's Health Insurance Program

Core CAHPS Questions

Composite and Questions

Family-Centered Care

This chart summarizes the responses to survey question 37, 38, 39, and 40 contained in the composite, "Family-Centered Care." Individual question-level responses are also below.

Composite

Washington State
CHIP beneficiaries
(n=63)

Scores with fewer than 85 responses are not displayed.

Q37. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers offer you choices about your child's health care?"

Q37. (n=63)

Scores with fewer than 85 responses are not displayed.

Q38. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers discuss with you the good and bad things about each of the different choices for your child's health care?"

Q38. (n=61)

Scores with fewer than 85 responses are not displayed.

Q39. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers ask you to tell them what choices you prefer?"

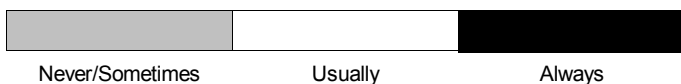
Q39. (n=62)

Scores with fewer than 85 responses are not displayed.

Q40. "When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?"

Q40. (n=62)

Scores with fewer than 85 responses are not displayed.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. To guard against inappropriate interpretation, scores are not displayed when there are fewer than 85 responses for a single survey item. The bar graphs show unadjusted proportions for each response category. Stars are not presented because there is no comparison group. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Children's Health Insurance Program

Core CAHPS Questions

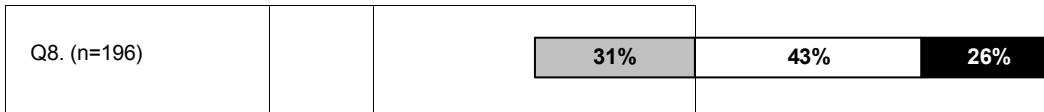
Questions 8, 12, 41, and 61

Rating Personal Doctors, Specialists, Health Care, and Health Program

This chart summarizes the responses to survey question 8, 12, 41, and 61, which asks clients to rate their personal doctor, specialist, health care, and health program.

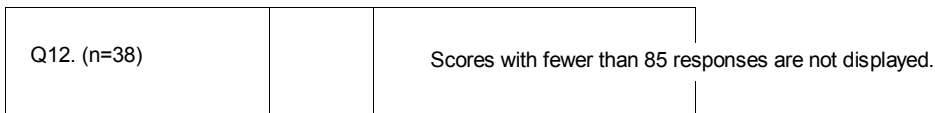
Rating Personal Doctors

Q8. "Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your child's personal doctor or nurse now?"



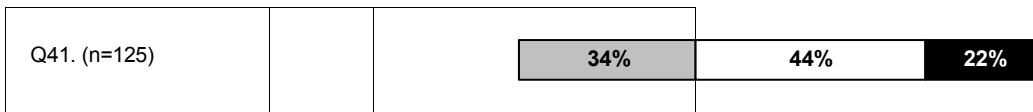
Rating Specialists

Q12. "Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate your child's specialist?"



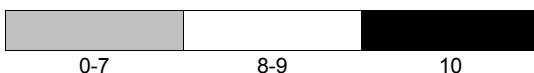
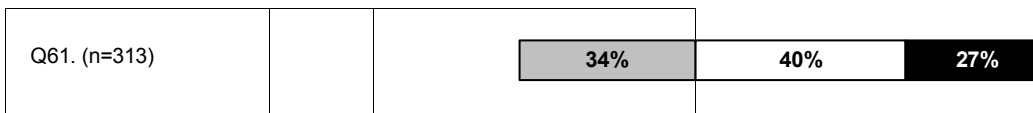
Rating Health Care

Q41. "Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your child's health care?"



Rating Health Program

Q61. "Use any number from 0 to 10 where 0 is the worst possible experience, and 10 is the best possible experience. How would you rate your child's CHIP experience now?"



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Washington State
Department of Social
& Health Services

This report contains data provided by Washington State Department of Social and Health Services.
The data have been calculated, analyzed, and/or presented by PRO-West.